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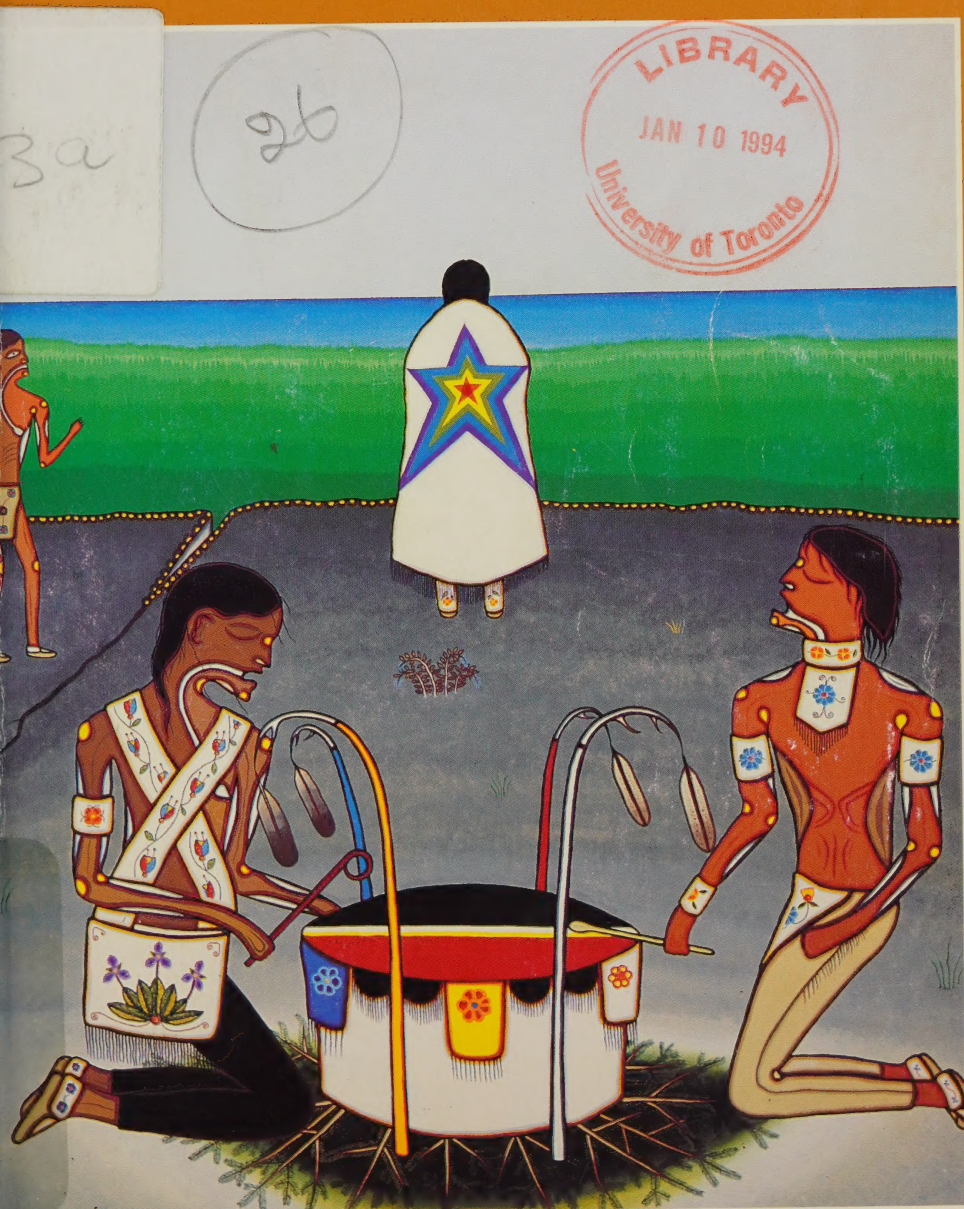


Government  
Publications

Government of Ontario

# KWIC 1993/94

## Index to Services







## How To Use The KWIC Index To Services

1. From the alphabetical list of key words in the KEY WORD INDEX, select the key word which most closely relates to the information you require.

NOTE: The keyword index pages are easily visible by the vertical, gray bar shown along the outside edge of each page.

2. A ministry code and page number are printed to the right of each key word entry. Turn to the indicated page to find the required information printed immediately under the ministry code.
3. The following example illustrates how you would obtain information about the Ontario government role in the inspection of raw milk.

Key Words	Ministry Code	Page
<b>dairy</b>		
products, manufacturers, training . . . . .	AGF	80
<i>see also milk</i>		
<b>DAIRY, FRUIT AND VEGETABLE INDUSTRIES INSPECTION BRANCH . . . . .</b>	<b>AGF</b>	<b>82</b>
<b>milk</b>		
inspection . . . . .	AGF	82
<i>see also dairy</i>		

4. In the above example information on milk inspection was obtained by selecting the key word "milk" and turning to page 82 of the ministry section. Note that listed under this key word is a "see also" or cross-reference to the key word "dairy".
5. Key words beginning with upper case or capital letters denote actual program names such as DAIRY, FRUIT AND VEGETABLE INDUSTRIES INSPECTION BRANCH (see above example).

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## HOW ONTARIO GOVERNMENT EMPLOYEES CAN RECYCLE OUTDATED KWIC INDEXES

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Due to your efforts thousands of obsolete directories were collected for recycling into other paper products to help the government reach its waste diversion target three years early.

Congratulations!

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### HOW TO RECYCLE

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#### OUTSIDE METRO TORONTO

- Remove any page markers
- Pack old books in same cartons in which new books were received
- Mark boxes "For Recycling"
- SEND IN BULK TO YOUR OWN MINISTRY MAILROOM

#### ONTARIO GOVERNMENT OFFICES IN METRO TORONTO

- Remove any page markers
- DROP IN WHITE NEWSPAPER SAVER BIN LOCATED IN COMMON AREAS

---

FOR FURTHER RECYCLING INFORMATION, CALL OUR GREEN WORKPLACE RECYCLING HOTLINE AT (416) 327-3777.

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**KWIC  
INDEX  
TO  
SERVICES**

**1993/94**

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 <b>NOTE:</b> Effective October 4, 1993 area code 416 split into area codes 416 and 905. All codes resulting from this split are included in this directory.	

This directory includes known changes up to and including October 1, 1993.



## Index Of Ministries

Note that for the purpose of this directory, each ministry is identified by a short form or ministry code. Following is a complete list of ministries (and some offices) with their associated ministry code and page number.

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		Page
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Attorney General . . . . .	ATG	89
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## KWIC Index And Associated Publications

- The KWIC (Key Word In Context) INDEX TO SERVICES is prepared by the Information Services Branch, Databases and Directories unit of Management Board Secretariat. It is designed to provide you with "key word" access to the descriptions of branches, programs and agencies of the Ontario government, and to offices which provide the service.

If you have comments or suggestions about the KWIC Index, you may contact your KWIC Index coordinator, (see page x) or complete and return the self-mailer questionnaire included in this index.

The KWIC INDEX is revised annually. If you want to be informed of its release, please clip and mail this form to:

Management Board Secretariat  
Information Services Branch  
Databases and Directories Unit  
7th Floor, Ferguson Block  
77 Wellesley Street West  
Queen's Park, Toronto  
M7A 1N3

I would like to be notified when the next edition of the KWIC INDEX TO SERVICES is issued.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Postal Code: \_\_\_\_\_

- RÉPERTOIRE DES SERVICES OFFERTS AU PUBLIC is a French-language directory of Ontario government services available to the public.
- The GOVERNMENT OF ONTARIO TELEPHONE DIRECTORY, a companion reference to the KWIC INDEX is organized by ministry, division, branch or agency, and includes the names and telephone numbers of key people. It also contains an alphabetical, cross-referenced listing of employees and their telephone numbers.
- A GUIDE TO AGENCIES, BOARDS AND COMMISSIONS, outlines background, functions and members' names, etc.
- For information on how to obtain government publications see page vii.

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## Access To Ontario Government Publications

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Prepayment required. Make cheques and money orders payable to the Minister of Finance. MasterCard and Visa accepted for priced publications.

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### PHONE ORDERS

**Toronto** (416) 326-5300

**Other Ontario Communities**

1-800-668-9938

**Ottawa** (613) 238-3630

Other Communities in the  
613 Area Code may call  
1-800-268-8758

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### MAIL ORDERS

Publications Ontario  
50 Grosvenor Street  
Toronto, Ontario M7A 1N8

Access Ontario  
50 Rideau Street  
Ottawa, Ontario K1N 9J7

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### TDD ORDERS

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**Other Ontario Communities**

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1-800-268-7095

TDD assistance is available through the Bell Relay Service

TDD/TTY 1-800-267-6511

Telephone 1-800-267-6600

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### PERSONAL SHOPPING

Publications Ontario Bookstore M, T, W, TH & F 9 to 5 P.M.  
880 Bay Street (2 blocks north of College Street)  
(416) 326-5320

**Ottawa** Access Ontario M, T, W, TH & F 9:30 to 5 P.M.  
Rideau Centre Mall S 9:30 to 1 P.M. and  
(613) 238-3630 2:00 to 6 P.M.

Renouf Publishing Company M, T, W, TH & F 8:30 to 5 P.M.  
61 Sparks Street S 10 to 5 P.M.  
(613) 238-8985

**Windsor** Windsor Public M, T, W, TH, F & S 9 to 5 P.M.  
Library Bookstore  
850 Quellerie Avenue  
(519) 255-6765

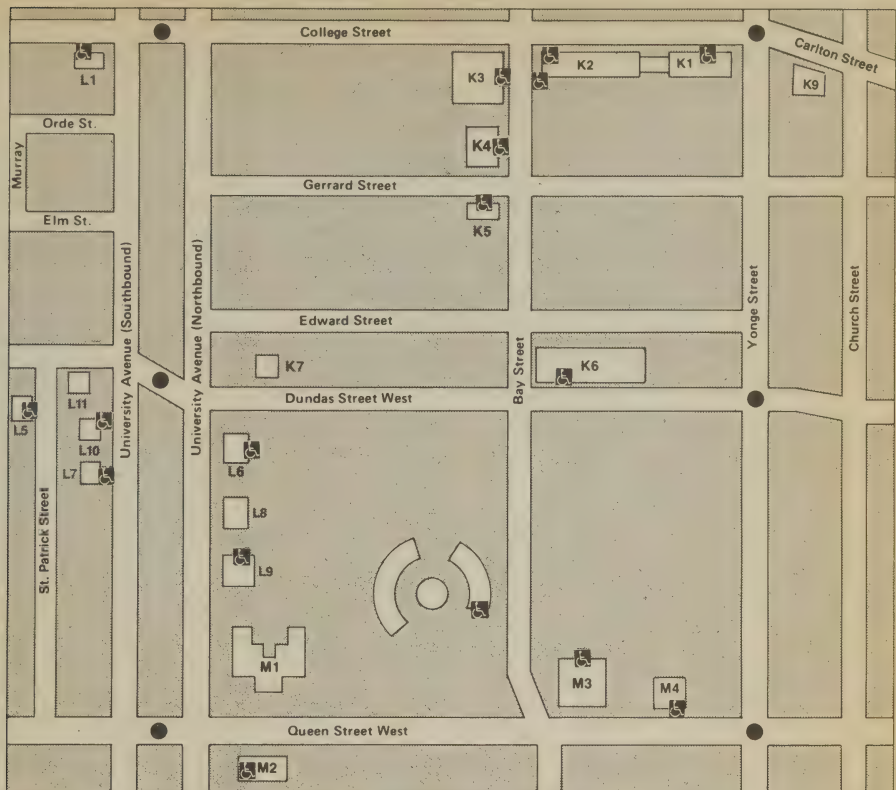
**NOTE:** Ontario public servants requiring additional copies of the KWIC Index should contact their coordinator listed on page x.

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### QUEEN'S PARK AREA MAP

# QUEEN'S PARK AREA MAP



MAPS

## Queen's Park and Vicinity

Key ● Subway

Wheelchair Access

\*\*\*\*\* Tunnel (Entrance from first basement)

### LEGEND

- A1** — 2 Bloor St. E.  
**A2** — 2 Bloor St. W.  
**A3** — 151 Bloor St. W.  
**A4** — 101 Bloor St. W.  
**A5** — 77 Bloor St. W.  
**A6** — 80 Bloor St. W.  
**A7** — 175 Bloor St. E.  
**A8** — 625 Church St.  
**B1** — 100 Queen's Park  
(Royal Ontario Museum)  
**B2** — 100 Queen's Park  
(Planetarium)  
**B3** — 125 Queen's Park  
(Q.P. Entrance)  
(Ombudsman Office)  
 — 157 Bloor St. W.  
(Bloor St. Entrance)  
(Public Complaints  
Commission)  
**C1** — 1075 Bay St.  
(The Citadel)  
**C2** — 56 Wellesley St. W.  
(Suncor)

- C3** — 10 St. Mary St.  
**C4** — 62 Wellesley St. W.  
**C5** — 24 Wellesley St. W.  
(Q.P. Credit Union)  
**D1** — Legislative Building  
**E1** — 99 Wellesley St. W.  
(Whitney Block)  
**E2** — 80 Grosvenor St.  
(Hepburn Block)  
**E3** — 880 Bay St.  
 — 50 Grosvenor St.  
**E4** — 900 Bay St. (Mowat Block)  
**E5** — 900 Bay St. (Hearst  
Block)  
**E6** — 77 Wellesley St. W.  
(Ferguson Block)  
**E7** — 900 Bay St.  
(Macdonald Block)  
**F1** — 10 Wellesley St. E.  
**F2** — 555 Yonge St.  
**F4** — 558 Yonge St.  
**G1** — 7 Queen's Park Cr.  
(Frost Building South)

- G2** — 95 Grosvenor St.  
(Frost Building North)  
**G3** — 2 Surrey Place  
**G4** — 77 Grenville St.  
(Archives of Ontario)  
**G5** — 76 College St.  
**H1** — 25 Grosvenor St.  
(George Drew)  
**H2** — 26 Grenville St.  
(Coroner's Office)  
**H5** — 801 Bay St.  
**K1** — 444 Yonge St. (Provincial  
and Small Claims  
Courts)  
**K2** — 777 Bay St.  
(College Park)  
**K3** — 790 Bay St.  
**K4** — 720 Bay St.  
(Attorney General)  
**K5** — 700 Bay St.  
(Luciffr Place)  
**K6** — Atrium on Bay  
**K7** — 180 Dundas St. W.

- K8** — 2 Carlton St.  
**K9** — 27 Carlton St.  
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(Ont. Hydro)  
**L5** — 132 St. Patrick St.  
**L6** — 439 University Ave.  
**L7** — 400 University Ave.  
(Travelers Tower)  
**L8** — 393 University Ave.  
**L9** — 361 University Ave.  
(Court House)  
**L10** — 481 University Ave.  
**L11** — 250 Dundas St. W.  
**M1** — 130 Queen St. W.  
(Osgoode Hall)  
**M2** — 145 Queen St. W.  
**M3** — 60 Queen St. W.  
(Old City Hall)  
**M4** — 20 Queen St. W.

## KWIC Index Coordinators

In each ministry, an appointed individual is responsible for coordinating:

- the preparation of all service descriptions printed in the KWIC Index, and/or
- the orders and distribution of the directory.

Ministry	Name	Phone
Cabinet Office	Teresa Andrews . . . . .	325-4747
Management Board	Dolma Tulotsang . . . . .	325-1362
Legislative Assembly	Karyn Leonard . . . . .	325-7500
Agriculture and Food	Susan Bryce . . . . .	326-3037
Attorney General	Brenda Nainee . . . . .	326-2293
Citizenship	Mary McEwen-Wyllie . . . . .	314-7243
Community and Social Services	Brij Mehta . . . . .	325-5666
Consumer and Commercial Relations	Paul MacDonald . . . . .	326-8764
Culture, Tourism and Recreation	Alice Williams . . . . .	314-7394
Economic Development and Trade	Marina Leung . . . . .	325-6684
Education and Training	Claire Rosset . . . . .	325-2971
(Skills Development)	Linda Zavarella . . . . .	967-8401
Environment and Energy	Larry Taylor . . . . .	323-5887
Finance (Financial Institutions)	Wayne Goodyear . . . . .	326-9062
(Revenue)	June Dymond (Oshawa) . . . . .	433-6155
(Treasury)	Brenda Morris . . . . .	325-8377
Francophone Affairs	Michelle Leroux . . . . .	325-4954
Health	Bill Grozelle . . . . .	327-7209
Housing	Ruth Esdelle . . . . .	585-7041
Intergovernmental Affairs	Patricia Trott . . . . .	325-4757
Labour	Frank Krauss . . . . .	326-7608
Workers' Compensation	Melinda Astridge . . . . .	926-8328
Municipal Affairs	Ruth Esdelle . . . . .	585-7041
Native Affairs	Cathy Dal Bello . . . . .	326-4746
Natural Resources	Sara Funnell (Peterborough) . . . . .	(705) 740-1416
Northern Development and Mines	Alice Vitoria (Sudbury) . . . . .	(705) 670-7052
Solicitor General and		
Correctional Services	Dave Goldsmith (Orillia) . . . . .	(705) 329-6820
(Corrections)	Louise Thompson . . . . .	326-5010
Transportation	Nancy Copeland . . . . .	235-5101
Women's Issues	Jane Zorn . . . . .	314-0234
	Lydia Oleksyn . . . . .	326-1840



## THE ONTARIO PARLIAMENT

PARLIAMENT  
(encompasses three areas  
of responsibility)

### LEGISLATIVE

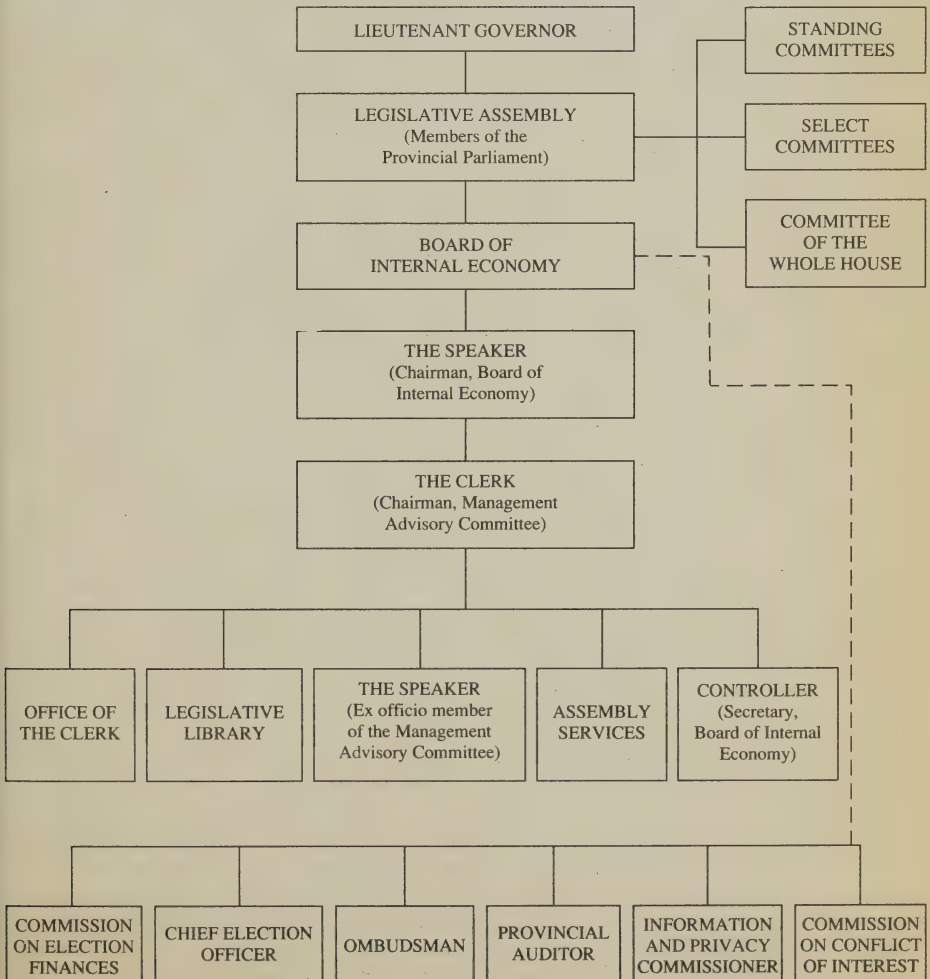
- enacts, amends, and repeals legislation
- authorizes the collection and expenditure of funds
- debates the policies put forth by the Government

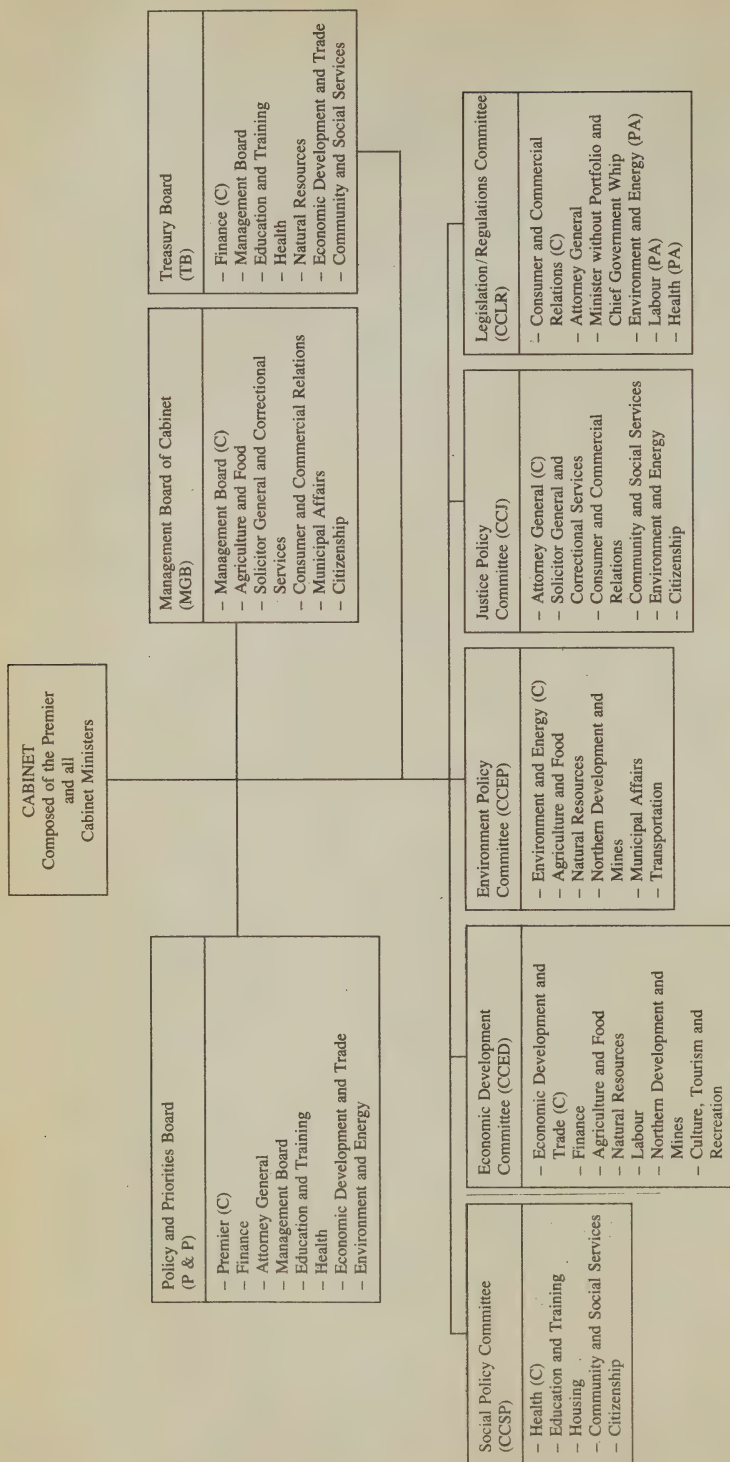
### JUDICIARY

- adjudicates civil and criminal disputes through all levels of courts in the province

### EXECUTIVE

- formulates government policy
- administers government programs





C. Chair

PA Parliamentary Assistant to the Minister

\* For further information respecting Cabinet Committees' roles and responsibilities, and membership, please contact the Cabinet Office at 325-7618.

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## MANAGEMENT BOARD OF CABINET

**Ferguson Block, 12th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-2333  
Fax 416-327-3790**

The Management Board of Cabinet is the Committee of Cabinet responsible for the management of the public service and the operations of government. In December 1971, the Management Board of Cabinet Act established the Board and its Secretariat and gave the Board its authority. It officially represents the Government of Ontario as the employer of its public servants. The Board consists of a Chair, a Vice-Chair and four to six other members of the Executive Council designated by the Lieutenant-Governor-in-Council. The Management Board Secretariat provides staff support to the Board in matters related to the Management Board of Cabinet Act and Public Service Act, respectively.

### MANAGEMENT BOARD SECRETARIAT

**Ferguson Block, 12th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-3800  
Fax 416-327-3809**

The Management Board Secretariat provides policy advice and administrative support to the Management Board of Cabinet; leadership to ministries and the Broader Public Sector that create the conditions for fundamental change, continuous improvement in the operations of government and service to the public; leadership and advice to ministries on all aspects of employee relations; accommodation and realty services to client ministries and agencies; computer and telecommunication services to client ministries and agencies; centralised services; such as collective purchasing, assets disposal, payroll, translation, government mail, central collection and a Citizens' Inquiry Bureau. Divisions and branches are described in the entries that follow.

### COMMUNICATIONS SERVICES BRANCH

**Ferguson Block, 12th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-2792  
Fax 416-327-2817**

The Communications Services Branch provides communications support and services to the Minister, Deputy Minister and program areas of Management Board Secretariat, also ensuring that the Secretariat offers integrated and coordinated policies, programs and services to its clients. Other services provided include; communication planning, consultation, media liaison, special events, photographic services, speech writing, news releases, audio-visual presentations and publications.

Consultation and advice are available to assist Ministry staff in providing high quality customer service.

The branch produces Ontario Public Service-wide publications including **topical** and **job mart**.

The branch is responsible for the Government of Ontario **Art** Collection. A curator (327-2797) handles the cataloguing of original paintings, conservation and **exhibition** of the collection. The Quarter Century Club (325-1333) is administered through this branch. The Media Studio (327-2819), located in the Legislative Building and used by Members of Provincial Parliament, is part of this branch.

#### **EMPLOYMENT EQUITY OFFICE**

Ferguson Block, 6th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-3563  
416-327-3562 (TDD)  
Fax 416-327-3551

The Employment Equity Office is responsible for the strategic planning, development and implementation of Ministry employment equity programs and initiatives. Functions of the office include program design, monitoring, evaluation, and operational support and advice to staff in areas such as: employment equity programs, initiatives, funds, workforce analysis and the Workplace Discrimination and Harassment Prevention Program.

#### **LEGAL SERVICES BRANCH FERGUSON BLOCK OFFICE**

Ferguson Block, 8th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-3660  
Fax 416-327-3678

#### **FROST BUILDING OFFICE**

Frost Bldg. S., 2nd Flr., Rm. 228  
7 Queen's Park Crescent  
Queen's Park, Toronto M7A 1Z5  
416-325-9393  
Fax 416-325-9404

Full service legal support is provided to the Secretariat in fulfilling its mandate to provide central and common services and accommodation to the Government of Ontario and its agencies. As well, the branch acts as counsel for line ministries in employment law and labour related litigation, which may have wide implications for the Secretariat, or as a service to those ministries not having expertise in labour and employment law. Further, the branch is mandated to provide legal services to the Legislative Assembly in its operational and copyright issues and to the Ontario Women Directorate, the Office for Seniors' Issues and Office for Disabilities Issues of the Ministry of Citizenship for their contractual issues and copyright matters.

The major areas of practice within the Legal Branch concern employment law and labour relations, real estate conveyancing and development of Crown lands, leasing of government space, contracts, litigation and legal advice related to corporate initiatives.

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**ASSISTANT DEPUTY MINISTER - REALTY GROUP****REALTY GROUP**

Ferguson Block, 12th Flr.

77 Wellesley St., W.

Queen's Park, Toronto M7A 1N3

416-327-3937

Fax 416-327-3942

The Realty Group provides accommodation and real estate services for ministries and agencies of the Ontario Government. The activities include the planning, design, construction, leasing, acquisition, sale, mortgage administration, land and property management services for government-owned and leased facilities.

The Ontario Mortgage Corporation (314-3650) is a corporate body reporting to the Chair of Management Board of Cabinet through a Board of Directors and is responsible for administering mortgages and leases made available by the Province of Ontario under various housing initiatives.

**DESIGN SERVICES BRANCH**

Ferguson Block, 11th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-327-1996

416-327-1892 (TDD)

Fax 416-327-1852 11th Floor

Fax 416-327-4104 10th Floor

The Design Services Branch provides a complete range of professional architectural, engineering and technical consulting services, as well as interior design services and research to provide quality workplaces for client ministries and agencies. The branch provides economic, technically efficient and environmentally conscious design services for government occupied **buildings**, facilities and properties; encourages consistency in quality and standards of accommodation; and promotes compliance with building codes, standards and safety practices. The branch also plans, designs and furnishes government buildings and other special use facilities to create workplaces which reflect user needs, functional requirements and barrier free design for the physically disabled. It designs intelligent buildings which integrate operations, communications, lighting systems and **energy** management through direct digital control and monitoring systems.

The technical resource centre provides design related information including materials and equipment, for use by other government offices.

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## ONTARIO REALTY CORPORATION (ORC) TRANSITION TEAM

Ferguson Block, 13th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-327-2758

Fax 416-327-4194

The Ontario Realty Corporation (ORC) Transition Team is responsible for facilitating the transition of the MBS Realty Group into a Crown Corporation, to be called the Ontario Realty Corporation. The new Corporation will develop, finance, hold and manage all government owned buildings and lands. The Transition Team is responsible for overseeing and coordinating all the major realty activities required to operationalize the new Ontario Realty Corporation, from new legislation and organizational re-design to establishment of information systems and reengineered business processes.

## PROJECT MANAGEMENT BRANCH

720 Bay St., 4th Flr.

Toronto M5G 2K1

416-326-4850

Fax 416-326-4871

Project Management Branch manages the development and construction process for designated capital and other accommodation projects. Individual project managers work with clients, Ministry staff, consultants and architects to bring a project through to successful completion.

The branch helps determine client needs, establishes project delivery teams, determines project specifications, and manages the design and construction process. The branch determines and monitors budgets and schedules, and ensures that projects are delivered in a manner consistent with established policies, standards and corporate strategies of the government.

Program support staff manage the annual capital funding for these projects and provide detailed project cost support.

## PROPERTY MANAGEMENT DIVISION

Ferguson Block, 5th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-327-2779

The Property Management Division represents the Secretariat province-wide through regional and district offices which provide operational maintenance, repair, alterations and construction services to Ontario Government-owned **buildings**; information on other Management Board Secretariat services; efficient and effective direction, control and management of the province's lease portfolio; and coordination of new leases on behalf of ministries and agencies.

The **Leasing Services Branch** (327-2696) is responsible for the Government's province-wide leasing **accommodation** and administrative program for all ministries and many government-sponsored bodies. Its primary concerns are to negotiate the acquisition

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The **Leasing Services Branch** (327-2696) is responsible for the Government's province-wide leasing **accommodation** and administrative program for all ministries and many government-sponsored bodies. Its primary concerns are to negotiate the acquisition of leased space at competitive rates on a timely basis, to coordinate lease projects from their initiation to the occupation of facilities by the client ministry, to finalize lease documents so as to avoid legal entanglements, to administer leased space and lease-purchase agreements and to provide lease advisory services as requested.

The **Central Operations Branch** (327-2661) consists of seven sections. Program Planning and Advisory Services provides managerial, technical and operational services in support of the division's program planning and delivery, policy and procedure development, training and staff development. The Program Support Section furnishes centralized financial, administrative and operational services (including food services coordination, and **parking** administration). The Space Management Section provides space allocations and planning and monitors space supply/demand requirements. The Elevating Devices Section supplies equipment assessment, maintenance and **elevator** design services. The **Corporate Relocation Management** section provides coordination, inspection, consultation and the implementation of local and inter-city office relocations. The Energy Management Section's objective is to meet the provincial government's target of a 20% energy improvement efficiency by the year 2000. The Systems Development Unit supports the development and implementation of the division's information technology planning and development initiatives.

The Management Board Secretariat ensures the division's responsiveness to client ministries' accommodation needs by placing responsibility in four regions (Toronto, Eastern, Southwestern and Northern) which oversee the operations of district and area offices.

Regional and District staff have responsibility for the operation, maintenance and repair of building structures, heating, ventilation, air-conditioning and electrical systems. Cleaning, **security**, grounds maintenance (**horticultural** service) and common administrative services in consolidated government office buildings within the appropriate geographic area are provided by the staff. They also administer **tendering**, supervision of construction of capital projects, and alterations and improvements for both leased and government-owned buildings.

By offering guidance and counselling to other ministries, contractors and service suppliers, regional and district office staff develop a closer communications link with the program specialists at Queen's Park. The district offices oversee day-to-day cafeteria operations, supplier tendering and contract administration for **food** services in provincial court houses and office buildings occupied by government ministries.

Toronto Region provides operational and maintenance services to the Office of the Lieutenant Governor and the Premier, as well as Cabinet Office and Office of the Assembly.

Regional and district staff also respond to **emergency** situations requiring the protection of staff, the public and government-owned buildings.

Regional and District Offices are listed below:

## EASTERN REGION

Kemptville District Office  
Concession Rd.  
P. O. Bag 2008  
**Kemptville** K0G 1J0  
613-258-3411  
Fax 613-258-8274

Eastern Regional Office  
780 Midpark Dr., Ste. 205  
**Kingston** K7M 7P6  
613-545-4500  
Fax 613-545-4303

Kingston District Office  
1055 Princess St.  
P. O. Bag 8000  
**Kingston** K7L 5A8  
613-545-0386  
Fax 613-545-7943

Orillia District Office  
Huron Regional Centre  
Memorial Ave.  
P. O. Box 790  
**Orillia** L3V 6K7  
705-325-7403  
Fax 705-325-9061

## NORTHERN REGION

Kenora Area Office  
720 Robertson St.  
P. O. Box 2840  
**Kenora** P9N 3X8  
807-468-2460  
Fax 807-468-2484

North Bay District Office  
875 Gormanville Rd.  
Bag 3350  
**North Bay** P1B 9N2  
705-495-3859  
Fax 705-495-3864

Sault Ste. Marie Area Office  
445 Albert St. E.  
**Sault Ste. Marie** P6A 2J9  
705-949-4515  
Fax 705-949-2482

Timmins Area Office  
Hollinger Lane  
P. O. Box 520  
**Schumacher** P0N 1G0  
705-360-1434  
Fax 705-360-1715

Northern Regional Office  
Ontario Government Bldg.  
199 Larch St., 6th Flr.  
**Sudbury** P3E 5P9  
705-675-4175  
Fax 705-675-4139

Sudbury District Office  
3767 Highway 69 S., Ste. 2  
**Sudbury** P3G 1E4  
705-523-7500  
Fax 705-523-7550

Thunder Bay District Office  
500 Algoma St. N.  
**Thunder Bay** P7A 5C1  
807-343-7531  
Fax 807-343-7536

**SOUTHWESTERN REGION**

Guelph District Office  
 53 Victoria Rd. S.  
**Guelph** N1E 5P7  
 519-823-6030  
 Fax 519-823-6045

London District Office  
 900 Highbury Ave.  
 P. O. Box 5452  
**London** N6A 4L6  
 519-453-3550  
 Fax 519-453-4261

Southwestern Regional Office  
 City Centre  
 380 Wellington St., Ste. 1803  
**London** N6A 5B5  
 519-675-7734  
 Fax 519-675-7739

Lakeshore District Office  
 171 Judson St.  
**Toronto** M8Z 1A4  
 416-255-2381  
 Fax 416-327-9809

**TORONTO REGION**

Corporate Services Section  
 5 Park Home Ave., 4th Flr.  
**North York** M2N 6L9  
 416-327-9555  
 Fax 416-327-9649

Facilities Section  
 5 Park Home Ave., 4th Flr.  
**North York** M2N 6L9  
 416-327-9555  
 Fax 416-327-9649

Toronto Regional Office  
 5 Park Home Ave., 4th Flr.  
**North York** M2N 6L9  
 416-327-9555  
 Fax 416-327-9649

Legislative Building  
 Legislative Bldg., Rm. B29 C  
**Queen's Park, Toronto** M7A 1A2  
 416-325-7540  
 Fax 416-325-7560

**PROPERTY MANAGEMENT DIVISION****CLIENT SERVICES AND PORTFOLIO MANAGEMENT BRANCH**

Ferguson Block, 13th Flr.  
 77 Wellesley St. W.  
**Queen's Park, Toronto** M7A 1N3  
 416-327-3727

The branch assists client ministries in identifying their short and long-term **accommodation** requirements and alternative means of meeting them. It provides real estate advice to clients and central agencies, as well as, coordinating input to government-wide accommodation related programs and financial planning.

The branch also provides policy advice about strategic use of the province's extensive real estate portfolio. Types of activities include strategic directions for using the portfolio, long term plans for managing the province's portfolio on a municipality-wide basis, analysis of the portfolio for optimum corporate use and coordination of the surplus property review for the Ontario Government. The branch provides coordination and support in policy analysis pertaining to the government portfolio of real estate.



PROPERTY MANAGEMENT DIVISION  
CONTRACT MANAGEMENT BRANCH

Ferguson Block, 3rd. Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-327-2594

Fax 416-327-2606

The Contract Management Branch supplies contractual, **construction** and financial control on capital projects. These projects include the provision of **buildings, accommodation** and other facilities for government ministries and agencies.

The branch monitors contract documents for capital construction projects; receives tenders; awards contracts; and supervises construction to ensure compliance with schedules and contract documents (327-2608). The branch also certifies progress payments and monitors cash flow; arranges and supervises occupancy by the client ministry; resolves disputes arising from contractual or technical sources; and administers claims under the lien acts. Other activities include liaising with construction and consulting associations, and implementing new procedures for the tendering and operation of construction projects.

The Payment Section processes payment applications for all Management Board Secretariat construction projects (327-2627). It is responsible for the administration of the Secretariat's activities through the Construction Lien Act.

PROPERTY MANAGEMENT DIVISION  
CORPORATE MANAGEMENT AND MORTGAGE BRANCH

Ferguson Block, 13th Flr.

77 Wellesley St. W.

Queen's Park, Toronto M7A 1N3

416-327-3749

Fax 416-327-3772

The Corporate Management and Mortgage Branch provides specific strategic, financial, administrative and policy development support to the Realty Group and the Ontario Mortgage Corporation. Activities include: strategic direction in the management of human, financial resources; monitoring and evaluating corporate activities; and handling mortgages and leases committed under various government lending programs.

The **Ontario Mortgage Corporation** provides **mortgage** financing under Ministry of Housing programs such as Low-Rise Rehabilitation and Convert-to-Rent, and administers other programs such as **Ontario Renter-Buy** and **Ontario Rental Construction Loan**.

There are two sections within the branch: Realty Finance and Planning, Mortgage Programs (62 Wellesley St. W., Toronto M7A 1N3, 314-3650, Fax 314-3677).

REAL ESTATE SERVICES DIVISION  
 REAL ESTATE BRANCH, CENTRAL  
 777 Bay St., 15th Flr.  
 Toronto M5G 2E5  
 416-585-4212  
 Fax 416-585-4263

This branch performs **real estate services** in the Greater Toronto Area by managing, planning, developing, and marketing of lands for residential, commercial, institutional and industrial uses and affordable housing initiatives for the Ontario Land Corporation (O.L.C.) and the Ontario Government. It also performs appraisals and negotiates for the acquisition of properties in the Greater Toronto Area for the Management Board Secretariat, other ministries and agencies.

The branch provides advice and guidance on compliance to the Environmental Assessment Act on all real estate undertakings.

REAL ESTATE SERVICES DIVISION  
 REAL ESTATE BRANCH, NORTH AND EAST  
 777 Bay St., 15th Flr.  
 Toronto M5G 2E5  
 416-585-6742  
 Fax 416-585-4263

This branch performs **real estate services** for the Ontario Land Corporation (O.L.C.) and provincial properties in the northern and eastern regions by planning, developing, and marketing of lands for residential, commercial and industrial uses and affordable housing initiatives. It also performs appraisals and acquisitions on behalf of the Management Board Secretariat, other ministries and agencies.

The **Survey and Documents Section** of the branch provides surveying, title searching, drafting, maps and plans production and registration for the Management Board Secretariat, other ministries and agencies.

The branch also provides property management services, on an interim basis, for the Secretariat's revenue producing properties under lease to tenants. The Real Estate Branch, North & East has two field offices:

Pickering Field Office  
 P. O. Box 190  
 Hwy. 7, Green River  
 Pickering L1V 2R4  
 905-683-7611

Picton Field Office  
 7 Diver Belt, G.B.V-2, S.S.12  
 Picton K0K 2T0  
 613-476-7905

REAL ESTATE SERVICES DIVISION  
REAL ESTATE BRANCH, WEST  
777 Bay St., 16th Flr.  
Toronto M5G 2E5  
416-585-6770  
Fax 416-585-4005

This branch performs **real estate services** for the Ontario Land Corporation (O.L.C.) and provincial properties in the western regions by planning, developing, and marketing of lands for residential, commercial and industrial uses and affordable housing initiatives. It also performs appraisals and acquisitions of lands for the Management Board Secretariat, other ministries and agencies.

The branch is responsible for Contract Engineering required for land development projects throughout the province.

The branch also provides property management services, on an interim basis, for the Secretariat's revenue producing properties under lease to tenants. The Real Estate Branch, West has one site office, Jarvis Field Office, P. O. Box 40, Jarvis N0A 1J0, 519-587-2276.

Real Estate Branch, West is responsible for the administration of the Province's **Home Ownership Employee Relocation Program (HOERP)**. This section assists employees of the Ontario Public Service, transferred to other work locations in Ontario, in selling their homes and relocating to new homes.

## **BROADER PUBLIC SECTOR - LABOUR RELATIONS SECRETARIAT**

Frost Bldg. N., 3rd Flr.  
Queen's Park, Toronto M7A 1Y7  
416-325-0446  
Fax 416-325-0461

The Broader Public Sector - Labour Relations Secretariat provides broader public sector policy advice and recommendations; and works with transfer payment ministries, agencies, employers and employee representatives in the broader public sector to: reform BPS labour relations and human resources policies and practices; assist parties with labour relations, training and adjustment and other human resource issues related to sector restructuring.

## **BUSINESS IMPROVEMENT AND INFORMATION TECHNOLOGY DIVISION**

56 Wellesley St. W., 2nd Flr.  
Toronto M7A 1Z6  
416-327-2124  
Fax 416-327-2088

The Business Improvement and Information Technology Division delivers government-wide information and technology strategy and policy which supports the structure, organization and operations of government, and leads radical business process change (reengineering) enabled by information technology across the Ontario Government

to achieve the goals of improved customer service and customer satisfaction, greatly improved operational efficiency and effectiveness, and new government structures with a reenergized public service.

#### DATA SUPPORT BRANCH

56 Wellesley St. W., 4th Flr.  
Toronto M7A 1Z6  
416-327-2121  
Fax 416-327-1682

The Data Support Branch is responsible for reengineering the information relationship between Management Board Secretariat and the ministries to allow both Management Board Secretariat and the ministries to monitor ministries' progress against the goals set by the Management Board of Cabinet.

#### CIVIL SERVICE COMMISSION

101 Bloor St. W., Ste. 803  
Toronto M5S 1P7  
416-325-6314  
Fax 416-325-6317

The Civil Service Commission monitors the performance of the government as an employer, with emphasis on maintaining the merit principle. The Commission's responsibilities for policy development and administration, with respect to human resources management, has been delegated, where possible, to the Management Board Secretariat (formerly the Human Resources Secretariat) and the ministries. The Commission acts as the Board of Trustees of the Ontario Government Employees Charity Trust. It also has responsibilities with regard to the appointment of members of the Board of Trustees of the W.G. Davis Student Award Fund.

#### COMPUTER AND TELECOMMUNICATION SERVICES

155 University Ave.  
Toronto M5H 3B7  
416-327-3333

Computer and Telecommunication Services (CTS) enables the effective delivery of Ontario government programs and services through the supply of information **technology**.

Offering two major services to its clients, computer processing and telecommunication services, CTS supports a wide variety of programs, from managing computing facilities to providing a sophisticated voice and data network across the province. In addition, CTS provides electronic gateway communication services, voice processing services, electronic data interchange services, credit card authorization services, local area network to local area network data transfer services, digital telephone service for the Toronto area and telephone switch acquisition services.

Through the **Ontario Communications Network**, CTS provides the provincial government with long distance **telephone** services which enables Ontario Government employees access to low-cost inter-city calling for government business. As well, it permits government employees to cost effectively use telecommunication services such as audio and video **teleconferencing**, **facsimile** and **radio** communication systems.

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CTS is establishing a wide-area **telecommunications** network called the **GO-Net**, which will integrate all government voice and data networks, resulting in reduced costs and improved network services.

CTS operates two major shared computing centres. Thousands of terminals throughout the province are linked to these facilities through the Ontario Government's data network. These centres support ministry programs such as driver licensing, income maintenance assistance and government payroll; and provide processing services and information storage and printing to ministries and government agencies. CTS supports **computer** processing on customers' sites (facilities-managed sites) and undertakes the acquisition, implementation, operation and management of such facilities.

Working in partnership with ministries to deliver total information technology solutions, the Customer Support unit offers advice on shared computer processing, facilities-managed computer operations and telecommunications services. For more information, call the Director of Customer Service at 327-3431.

The Service Desk provides one-window access to problem resolution support for CTS mainframe hardware and software services, the Ontario Communications Network and production and utility services. All Service Desk inquiries are tracked, from the time they are made, until they are resolved, to provide the highest service levels possible. Customers can reach the **Service Desk** at 327-3900.

## **CORPORATE SERVICES DIVISION**

Ferguson Block, 12th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-2863  
Fax 416-327-2866

The division provides a wide range of administrative support services for Ministry programs, including: human resources, audit, finance and office services and information technology services. It also provides financial and administrative services to the Office of the Lieutenant Governor, Ontario Women's Directorate, Office For Disability Issues, Office For Seniors' Issues, Information Technology Systems and Services Unit (Cabinet Office) and the Public Appointments Secretariat.

**AUDIT BRANCH**  
George Drew Bldg., 13th Flr.  
25 Grosvenor St.  
Toronto M7A 1R1  
416-314-3452  
Fax 416-314-3467

This branch provides professional internal auditing services to management through an objective assessment of the adequacy of internal controls and the effectiveness of practices systems and procedures under which Ministry programs and activities operate.

## FINANCE AND OFFICE SERVICES BRANCH

Ferguson Block, 9th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-2897

The Finance and Office Services Branch provides financial and administrative support to the Secretariat and other clients.

Financial Services is responsible for the treasury, controllership, financial planning, payment and revenue control functions, including financial liaison with the Ministry of Finance, Treasury Board, Provincial Auditor and other ministries, boards, commissions, and agencies. It also provides administrative/financial support to the special offices.

Office Services handles centralized purchasing, records management, Secretariat office accommodation, asset control and employee parking.

## HUMAN RESOURCES SERVICES BRANCH

Ferguson Block, 8th Flr.  
77 Wellesley St., W.  
Queen's Park, Toronto M7A 1N3  
416-327-3812  
Fax 416-327-3892

The branch is responsible for providing a wide range of human resources services to the Ministry and other client organizations.

Human Resources Operations Section provides services in the area of recruitment; organizational design; classification; pay and benefits administration; grievance administration; employee relations; employee recognition. It also develops policies, procedures and guidelines on a wide range of personnel matters.

Organization Development Section is responsible for coordinating human resources planning, training and development programs for the Ministry.

Health and Safety Section provides advice, guidance and training on occupational health and safety legislation as it applies to the Ministry as an employer.

## INFORMATION TECHNOLOGY SERVICES BRANCH

Ferguson Block, 4th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-2821  
Fax 416-327-2530

The branch is responsible for the development, implementation and maintenance of information **technology** in support of Ministry programs. The branch provides internal consulting, training and advisory services related to information technology. In addition, the branch provides technology planning, office systems support and system and network operational support.

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The Library and Information Services (327-2533) is a part of the branch which provides access to reference services, Ministry publications, career planning information, training and development opportunities, management information resources, statutes regulations and manuals for all Ministry employees.

### **OPERATIONS AND MINISTRY SUPPORT DIVISION**

790 Bay St., Ste. 1004  
Toronto M7A 1Y7  
416-325-1610  
Fax 416-325-1612

The Operations and Ministry Support Division ensures the implementation of the Secretariat's strategic direction with each ministry through the development of directives, operations, policies and standards, the provision of support, and the creation of systems for evaluation and feedback.

Specifically, the Operations and Ministry Support Division provides advice, support, and training in the areas of employment equity, workforce planning, leadership, OPS redeployment, Senior Management Group (SMG) support, training and development, management and organization, freedom of information, employee relations, health and safety, compensations and other related services.

### **EMPLOYMENT EQUITY AND EXECUTIVE SERVICES BRANCH**

595 Bay St., 3rd Flr., Ste. 303  
Toronto M5G 2C2  
416-325-1300  
416-327-0320 For the Outreach Training & Communication  
416-325-1312 (TDD)  
Fax 416-325-1313

The Employment Equity and Executive Services Branch is responsible for providing human resource planning for SMG, such as career counselling, senior management severance, inventory search service for SMG opportunities. In addition, it is responsible for continuing the implementation of accelerated Employment Equity Program and linking it to the proposed legislation and government initiatives. As part of the Employment Equity Program the branch is also responsible for the Workplace Harassment and Discrimination Policy review and delivery.

### **FREEDOM OF INFORMATION AND PRIVACY BRANCH**

101 Bloor St. W., Rm. 802  
Toronto M5S 1P7  
416-327-2187

The Freedom of Information and Privacy Branch provides advice and support to ministries and agencies of the Government of Ontario and to municipalities and local boards throughout Ontario on matters related to the administration of freedom of information and privacy legislation.

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The **Freedom of Information and Protection of Privacy Act** applies to ministries and agencies of the provincial government. The **Municipal Freedom of Information and Protection of Privacy Act** applies to approximately 2300 municipalities and local boards in Ontario.

The branch provides an extensive training program for institutions covered by the legislation, publishes manuals and guidelines for the legislation, provides corporate services, legal advice and opinions and liaises with ministries and agencies. In addition, the branch sponsors conferences and workshops on the legislation.

The branch also provides policy and administrative support to the Chair of Management Board of Cabinet who is the minister responsible for the freedom of information and privacy legislation.

Services provided to the public include various bilingual **publications** such as a Directory of Records for provincial government institutions, a Directory of Institutions covered by the legislation, and brochures explaining the freedom of information and privacy legislation.

#### MINISTRY SUPPORT BRANCH

790 Bay St., Ste. 1101  
 Toronto M7A 1Y7  
 416-325-1296/7  
 Fax 416-325-1605

Ministry Support Branch provides advice and support to ministries on Management Board Secretariat (MBS) businesses and corporate priorities particularly those that affect the workforce. Ministry consultants work with ministries, Treasury Board, and other MBS divisions in the review of Ministry submissions with workforce impact to Cabinet, Treasury Board and Management Board. Consultants explain and deliver operational policies and products developed by other areas of the Secretariat. They also monitor and provide feedback to MBS on implementation issues.

This section is also responsible for classification and pay policies and programs for all bargaining unit, management, and excluded positions in the OPS. Responsibilities include implementing and maintaining classification programs, pay policy and supporting systems, recommending pay revisions and providing a compensation consulting service to ministries.

#### OPERATIONAL POLICY AND PROGRAM DEVELOPMENT BRANCH

790 Bay St., Ste. 1001  
 Toronto M7A 1Y7  
 416-325-1630  
 Fax 416-325-1753

The Operation Policy and Program Development Branch is responsible for program development in support of meeting the government's restructuring agenda. Branch activities include: operational policies such as **directives and guidelines** on human resource management and related workforce subjects; policy development to support the Ontario Public Service (OPS) in health, safety and workers' compensation; tool kits and other resources on change management and other restructuring initiatives; design of learning programs and corporate dialogues; French language evaluation and consultative services; and **Advertising Review Board**.



**OPERATIONS AND FUNDS MANAGEMENT**

252 Bloor St. W., 11th Flr.

Toronto M5S 1V5

416-325-1600

Fax 416-325-0077

416-327-9881 (TDD)

Operations and Funds Management provides client service and analytical support to the Operations and Ministry Support Division in the areas of human resources, finance, information technology and administration. In addition, it provides financial mechanisms to facilitate the delivery of programs that support key government priorities in the OPS, including: Employment Equity Fund; Employment Accommodation for Persons with Disability Fund; Employment Equity Internship Program; Ontario-Quebec Student Exchange Program (325-0270); Summer Experience Program (325-0262); and Redeployment.

**SPECIAL PROGRAMS AND SERVICES BRANCH**

252 Bloor St. W., 11th Flr.

Toronto M5S 1V5

416-325-0074

416-325-1695 (TDD)

Fax 416-325-0251

The branch is responsible for the management of the OPS Redeployment Program that facilitates the redeployment of surplus employees through Placement Management and Retraining; the delivery of the Government of Ontario (G.O.) Temporary Service to address the temporary staffing needs of ministries, agencies, boards and commissions, and the provision of employment information to individuals and organizations outside the service.

**Corporate Placement Services** (325-1144) manages the placement process and OPS-wide inventory for surplus employees. The unit also develops redeployment policies and procedures.

**Career Transition Services** (325-1144) provides corporate support for the implementation of ministry-based retraining/reskilling programs. It includes the development of products and tools both for surplus employees and for ministry redeployment coordinators and advisors, redeployment training curriculum and processes and tools for communication and sharing of up-to-date information.

**Employment Information Services** (325-1688) provides employment information and advice to the public.

**G.O. Temporary Help Services** (G.O. Temp) (325-1700) provides persons for temporary work assignments in ministries, agencies, boards and commissions of the Ontario Public Service.

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**PROJECT RENEWAL**

Ferguson Block, 13th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-9900  
Fax 416-327-3772

Project Renewal works with Management Board Secretariat program areas to reengineer their businesses and delay their organizations, to dramatically improve the quality of their service to ministries and agencies. Reengineering requires a step-by-step analysis of work processes for the purpose of streamlining them.

The project provides staff expertise for workshops involving staff from all areas of the business being analyzed, and in helping program areas to undertake reengineering and related activities.

Project Renewal supports the Ontario government's efforts to reshape the public service, improve the quality of services, reduce the provincial deficit and revitalize the economy.

**STRATEGIC POLICY DIVISION**

Frost Bldg. S., 3rd Flr., Rm. 333A  
7 Queen's Park Crescent  
Queen's Park, Toronto M7A 1Z5  
416-325-1530  
Fax 416-325-1393

The division is responsible for developing strategic directions and goals for government operations and the Ontario Public Service (OPS) which further the government's agenda. It develops accountability mechanisms to report on the attainment of corporate goals to Management Board of Cabinet and develops and obtains approval of strategic approaches to compensation, pensions, benefits, labour relations, government organization workforce size and quality, in the context of the future business of government. The division has leadership responsibility for collective bargaining for the OPS. It sets principles for management and administration policy across government, and establishes policies regarding the government's creation, review and management of scheduled agencies, boards and commissions.

The division also acts as a focal point and provides leadership on the implementation of corporate priorities affecting the delivery of government service; eg. structural and procedural reform in Ontario's regulatory and adjudicative agency sector and the building of partnerships within the government laboratory community to foster scientific innovation and quality management practices.

## COMPENSATION AND LABOUR RELATIONS POLICY BRANCH

Frost Bldg. S., 2nd Flr.  
7 Queen's Park Crescent  
Queen's Park, Toronto M7A 1Z6  
416-325-1485  
Fax 416-327-8402

The Compensation and Labour Relations Policy Branch develops corporate policies and initiatives concerning labour relations, labour-management consultation and the employees' total compensation package in the Ontario Public Service.

Benefits and Pensions Policy develops policy for insured benefits and for the **Public Service Pension Plan** as set out in the **Public Services Pension Act**, 1989. Benefits and Pension Policies also manages relations with insurers and operates the benefits appeals committees. However, for questions on individual entitlement, call the benefits coordinator in the respective ministry's personnel branch.

Compensation Policy develops initiatives to improve the effectiveness and fairness of wages, salaries and allowances paid to Ontario Public Servants.

Bargaining Unit Overhaul is developing a new job evaluation system for employees represented by the Ontario Public Service Employees Union.

Labour Relations Policy generates initiatives aimed at improving collective bargaining, grievance resolution and labour-management relations.

## MANAGEMENT STRUCTURE AND WORKFORCE PLANNING BRANCH

Frost Bldg. S., 6th Flr.  
7 Queen's Park Crescent  
Queen's Park, Toronto M7A 1Z6  
417-327-2053  
Fax 416-327-2186

The branch supports the Management Board of Cabinet in setting future directions by identifying, developing and recommending new and improved management and administrative practice and various modes of program delivery. The branch also advises on the implications of proposed change on the workforce of the OPS.

In fulfilling its mandate, the branch develops policy in the following areas: management and administrative policies, organizational structure and effectiveness, agencies, boards and commissions, governance, alternative program delivery, ministry and agency accountability and workforce planning.

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**NEGOTIATIONS SECRETARIAT**

Frost Bldg., 3rd Flr., Rm. 340  
7 Queen's Park Crescent  
Queen's Park, Toronto M7A 1Z5  
416-325-1475  
Fax 416-325-1483

The Negotiations Secretariat represents the Crown as the employer in all Collective Bargaining in the Ontario Public Service (OPS). Other responsibilities include supporting on-going union-management negotiations, providing advice/assistance to ministries on a full range of labour relations issues, coordination of OPS grievances, and interpretation of the Collective Agreement and Labour Relations issues.

The Compensation Data Section is responsible for the collection and analysis of external Broader Public Sector and OPS market data, social economic and demographic conditions which affect and influence the compensation practices and conditions of employment in the OPS. The section also responds to all external enquiries regarding OPS compensation and support the Negotiations Secretariat in negotiations.

**ONTARIO PENSION BOARD**

1 Adelaide St. E., Ste. 1200  
Toronto M5C 2X6  
416-364-8558  
Fax 416-364-7578

In accordance with the **Public Service Pension Act**, the Ontario Pension Board administers the pension plan for employees and former employees of the Ontario Public Service and its agencies. The Board also administers certain insured benefits plans for pensioners.

**STRATEGIC DIRECTIONS AND PLANNING BRANCH**

Ferguson Blk., 7th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-3625  
Fax 416-327-2593

Strategic Directions and Planning Branch provides: the Chair of the Management Board of Cabinet with information and advice on policy issues; secretarial support for the Management Board of Cabinet; a link with Cabinet Office, Cabinet Committees and other ministries on policy matters; coordination of and support to program areas that develop policy into Cabinet Submissions; maintenance of a Policy and Procedures manual for the internal workings of the Secretariat.

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## SUPPLY AND SERVICES DIVISION

Ferguson Block, 12th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-3515

The Supply and Services Division provides a range of common support services which promote effective delivery of Ontario Government programs, a safe working environment, and access to government for the general public and supplier community.

## EMPLOYEE HEALTH AND SAFETY SERVICES BRANCH

880 Bay St., 5th Flr.  
Toronto M7A 1N3  
416-327-1084

The Employee Health and Safety Services Branch provides client ministries with employee counselling, and occupational health and safety services.

Employee Counselling Services (327-1078) offers confidential **counselling** and referral to employees of the **Ontario Public Service (OPS)**. Other Employee Assistance Programs (EAP) include coordinating an interministerial program of **rehabilitation** counselling for OPS employees experiencing short/long-term illness and/or **disability**; consulting with employees on **child** care and elder care issues and information; delivering customized wellness and lifestyle educational programs; and providing individual consultations and training to managers, supervisors and human resource consultants in dealing with redeployment, troubled employees, work performance problems and substance abuse in the workplace.

Occupational Health Services (327-1140) 880 Bay St., 7th Flr., Toronto, M7A 1N3 provides **health** surveillance programs for employees exposed to potentially **hazardous substances**. Health education programs are offered to public servants across the province e.g. back care, stress management, HIV/AIDS in the workplace and fitness for computer users. New programs include Breast Health, Office Ergonomics for Managers and Respirator Protection for Managers, as well as customized programs on request. Consultation on occupational health and safety matters, including workplace visits and confidential individual health counselling are also provided. Health counselling is available daily by appointment for the Queen's Park area and by special arrangement at other locations.

The Health and Safety Services Section (327-1088) provides, upon request, occupational health and **safety** services and advice to Joint Union-Management Health and Safety Committees and to Ontario Government ministries. Building fire and safety inspections are conducted in government owned and leased premises. The section also develops fire safety plans, in cooperation with building owners and occupants. Workplace air quality testing and specialized occupational hygiene services are undertaken, as appropriate, and on request. Services are provided by safety consultants in Guelph, Thunder Bay, Sudbury, Kingston and Toronto.

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## GENERAL SERVICES BRANCH

George Drew Bldg., 16th Flr.

25 Grosvenor St.

Toronto M7A 1R2

416-314-3435

Fax 416-314-3411

The General Services Branch provides Ontario Government ministries with operational support services, including production of payments, reconciliation of bank accounts and cheque follow-up services, collection service, insurance and risk management, preparation of official documents and administrative support for two small pensions plans. These services are described individually in the entries that follow.

## GENERAL SERVICES BRANCH

## CENTRAL COLLECTION SERVICE

111 Merton St., 2nd Flr.

Toronto M4S 3A7

416-326-0500

1-800-387-5604 (Toll-free)

in area codes 705, 519, 613, 416

Fax 416-326-0526

Central Collection Service (CCS) collects overdue accounts receivable (**debts**) owing to the government. CCS achieves this through the efforts of its own collections staff. Also, it oversees the work of private collection agencies who have won contracts to provide collection services to government.

## GENERAL SERVICES BRANCH

## INSURANCE AND RISK MANAGEMENT SECTION

George Drew Bldg., 1st Flr.

25 Grosvenor St.

Toronto M7A 1R2

416-314-3445

Fax 416-314-3444

The Insurance and Risk Management Section **purchases insurance** for the government, and advises all Ontario ministries and special purpose bodies on the controlling of risks, management of losses, administrative claims and insurance coverage, excluding employee benefits. For information on Ontario Government employee benefits, call Human Resources Information Services Branch (327-9241).

## GENERAL SERVICES BRANCH

## LARAA AND JUDGES' PENSION PLANS

George Drew Bldg., 13th Flr.

25 Grosvenor St.

Toronto M7A 1R2

416-326-1889

Fax 416-314-3411

LARAA and Judges' Pension Plans coordinates two small pension plans for judges and for the Legislative Assembly (Retirement Allowances Act).

GENERAL SERVICES BRANCH  
OFFICIAL DOCUMENTS SECTION

724 Bay St., Main Flr.  
Toronto M5G 1N5  
416-325-8416  
Fax 416-325-8434

The Official Documents Section prepares, records, **microfilms**, searches, and makes copies of official Ontario **documents**, e.g., **land** patents. For details of land patents, contact the Ministry of Natural Resources (314-1386). Notarized documents and **affidavits** are **certified** by the section. The Scrolls Office (325-8416) prepares congratulatory **scrolls** for Ontario citizens, on request, to acknowledge 80th birthdays and over, 40th wedding anniversaries and over at five year intervals, or other significant accomplishments of individuals, municipalities and organizations. It also prepares **Certificates of Appointment** under the Great Seal of the Province of Ontario and the **Privy Seal** of the Lieutenant Governor.

GENERAL SERVICES BRANCH  
PAYMENT PROCESSING SERVICES

George Drew Bldg., 15th Flr.  
25 Grosvenor St.  
Toronto M7A 1R2  
416-314-3422  
Fax 416-314-3411

Payment Processing Services processes and produces payments in the form of Electronic Funds Transfers and printed cheques for most government programs.

GENERAL SERVICES BRANCH  
RECONCILIATION SERVICES

25 George Drew Bldg., 16th Flr.  
Grosvenor St.  
Toronto M7A 1R2  
416-314-3401  
Fax 416-314-3411

Reconciliation Services reconciles bank accounts in the Consolidated Revenue Fund on behalf of the Ministry of Finance; provides inquiry and follow-up bank services on cheques to all ministries.

GREEN WORKPLACE

Macdonald Block, 2nd Flr., Rm. M2-59  
900 Bay St.  
Queen's Park, Toronto M7A 1N3  
416-327-3777

Assists the Ontario Public Service in meeting government waste reduction goals through reducing, reusing and recycling. The Green Workplace Program also deals with 'green' procurement, energy and water conservation, hazardous substance management and air quality.

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**HUMAN RESOURCE INFORMATION SERVICES BRANCH**

George Drew Bldg., 17th Flr.  
 25 Grosvenor St.  
 Toronto M7A 1R2  
 416-327-9241

The Human Resource Information Services Branch (**HRIS**) is responsible for the design, operations and maintenance of the Ontario Government payroll systems. These include **CORPAY (Corporate Payroll Systems)**, **PENPAY (Pension Payroll)** and **CARS (Central Attendance Recording System)**.

There are four sections in the branch: Branch Control and Corporate Financial Services; Operations and Branch Technology; Applications Support; and Client Services.

All ministries and central agencies receive a variety of services from the branch, including cheques, paylists, work history data, **pension** contribution data, T-4 income **tax** forms, and **statistical** analysis. Inquiries should be directed to each ministry's Human Resources or Payroll offices or to the Special Services Analysts (HRISB 327-9241).

**INFORMATION SERVICES BRANCH**

Ferguson Block, 7th Flr.  
 77 Wellesley St. W.  
 Queen's Park, Toronto M7A 1N3  
 416-327-2890

The Information Services Branch provides essential information and related services to client ministries and the public. These include: Government Mail Service (which handles regular mail, mass mail, courier and messenger services); Access and Inquiry Services; Translation Service; Publications Ontario (which markets and distributes Ontario government publications); and Records Centre Services.

Services are described individually in the entries that follow.

**INFORMATION SERVICES BRANCH****ACCESS AND INQUIRY SERVICES**

Macdonald Block, Rm. M1-52  
 900 Bay St.  
 Queen's Park, Toronto M7A 1N3  
 416-326-1234

Access and Inquiry Services Section manages the Citizens' Inquiry Bureau, Access Ontario, the Queen's Park Switchboard, and Databases and Directories.

**Citizens' Inquiry Bureau (C.I.B.)** is a bilingual information and referral service for government programs and services. It serves the public of central Ontario directly and acts as a resource for government offices, MPPs, community information centres, libraries and private organizations. In the Toronto area call (326-1234), collect calls are accepted from other locations within Ontario. A TDD service (Telecommunication Device for the Deaf), allows the hearing impaired to access information on government services and programs. The TDD service may be reached by calling (325-3408) in Toronto or by dialing (1-800-268-7095) from all other locations. The Bureau produces **TOPICS**, a printed resource manual which provides sources of information on provincial, federal, municipal



government and non-government programs and services. Two publications **IT'S ONTARIO** and a **SOUVENIR CARD**, provide basic information on the province and its symbols.

**Access Ontario** (Rideau Centre, 50 Rideau St., Ottawa K1N 9J7, 613-238-3630, Fax 613-787-4055) is a storefront Ontario Government office, operating a bilingual **information** and referral service for telephone, walk-in and written inquiries. It offers a range of free and priced **publications** and sells Ontario Government **souvenirs**. Access Ontario is open 6 days a week. Telephone service is provided from 9:00 am to 5:00 pm Monday to Friday. Walk-in service is available from 9:30 am to 5:00 pm on weekdays and 9:30 am to 1:00 pm and 2:00 pm to 6:00 pm on Saturdays. Outside the Ottawa calling area, ask the operator for Zenith Ontario. For hearing or speech impaired callers, the TDD number is 613-787-4043.

**Queen's Park Switchboard** (325-1090) provides a 24-hour **telephone** switchboard service for the Government of Ontario. Teleconferencing service (325-3400) is provided to government personnel by appointment from 8:00 am to 6:00 pm, Monday to Friday, and at other times by special arrangement.

**Databases and Directories** (327-3642) collects and assembles non-confidential information for identifying and locating Ontario Government programs, services, organizations and personnel. This information is offered in published and electronic form to facilitate internal and public access to the Ontario Government.

**GUIDE**, in addition to being the source for information published in the Government Telephone Book, is an online service which contains data on government offices, services and personnel. Published directories include the **Government of Ontario Telephone Directory**, the **KWIC Index to Services** and a French language directory, **Repertoire**. The capability exists to publish custom telephone **directories**, and provide information in electronic form.

The section also coordinates the updating of the Ontario Government listings in the **Blue Pages** of all public telephone directories.

#### INFORMATION SERVICES BRANCH GOVERNMENT MAIL SERVICE

Macdonald Block, Rm. 2B-18  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-4000

Government Mail Service is responsible for pick-up and distribution of incoming and outgoing mail to and from the Canada Post Corporation, and inter-ministry mail in Metro Toronto. This office also provides a contractual **mail service** on a charge-back basis, which includes a mailing list service and a mass mail operation consisting of addressing, labelling, folding and inserting mail. Government Mail Service has a lead role in initiating corporate service improvements, emergency mail coordination and development of "best practice" mail policy.

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**INFORMATION SERVICES BRANCH  
GOVERNMENT TRANSLATION SERVICE**

Ferguson Block, 7th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-2711

This section provides ministries and Schedule I agencies with mandatory and/or optional **translation** services from English to **French** and French to English on a charge-back basis. It also provides ministries with linguistic services, such as standardization of official French terminology, and advice on private sector suppliers of translation services.

**INFORMATION SERVICES BRANCH  
PUBLICATIONS ONTARIO**

50 Grosvenor St.  
Toronto M7A 1N8  
416-326-5300 (Mail Order)  
1-800-668-9938 (Toll-free)

Publications Ontario administers copyright on behalf of the Queen's Printer for Ontario; maintains an inventory of Ontario government **publications** for distribution to the public, other ministries and public libraries through a province-wide library depository system. Free or priced publications, including **Hansard**, **Ontario Gazette**, and **legislation** (bills and regulations), can be obtained by personal shopping at the outlets listed below. For mail order inquiries, in Toronto call 326-5300; from other communities, call toll-free 1-800-668-9938. Prepayment is required. Cheques should be made payable to the Treasurer of Ontario; Visa and Mastercard are accepted.

**PERSONAL SHOPPING**

**Publications Ontario**

Access Ontario  
50 Rideau St.  
**Ottawa K1N 9J7**

Renouf Publishing Company  
61 Sparks St.  
**Ottawa K1P 5R1**

Publications Ontario  
880 Bay St.  
**Toronto M7A 1N8**

Windsor Public Library Bookstore  
850 Ouellette Ave.  
**Windsor N9A 4M9**

**INFORMATION SERVICES BRANCH  
RECORDS CENTRE SERVICES**

3215 Erindale Station Rd.  
Mississauga L5C 1Y5  
905-279-5493

The Records Centre serves as custodian and provides secure storage and retrieval services for the inactive **records**, hard copy, computer tape and microfilm of all ministries and agencies. The centre also liaises with the Archives of Ontario to safeguard records with long-term research significance.

PURCHASING SERVICES BRANCH  
COLLECTIVE PURCHASING SECTION  
Ferguson Block, 6th Flr.  
77 Wellesley St. W.  
Toronto M7A 1N3  
416-327-3534

This section provides a corporate procurement service by developing and administering **Collective Purchasing Arrangements (CPA's)** for commonly used goods and services including business machines, paper products, furniture, clothing, general commodities and services such as courier and travel services. The use of CPA's is mandatory for furniture and furnishings and fine paper.

PURCHASING SERVICES BRANCH  
OFFICE PRODUCTS CENTRE  
99 Adesso Dr.  
Concord L4K 3C7  
905-660-2325

The Office Products Centre (OPC) provides optional central common services. The services include procurement and distribution of a variety of commonly used office products, **office supplies** and equipment to all ministries and agencies of the Ontario government.

#### REGIONAL DISTRIBUTION CENTRES

Macdonald Block, Rm. 2B-60  
Queen's Park, Toronto M7A 2G4

3767 Hwy. 69 S., Ste. 2  
Sudbury P3G 1E4

PURCHASING SERVICES BRANCH  
PRINTING SERVICES  
Ferguson Block, 6th Flr.  
77 Wellesley St. W.  
Queen's Park, Toronto M7A 1N3  
416-327-3534

The Printing Services Section provides consulting, purchasing and project management services for a wide range of printing requirements. An in-house print shop services the ministries on a charge-back basis.

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**PURCHASING SERVICES BRANCH**  
**PUBLIC TENDERS OFFICE**  
 Macdonald Block, Rm. M1-48  
 900 Bay St.  
 Queen's Park, Toronto M7A 1N3  
 416-327-2571  
 Fax 416-327-2575

The Public **Tenders** Office advertises, distributes, receives and opens tender documents under strict procedures that support fair competition for government contracts. Use of the service is not mandatory, however, the service is widely used by Management Board Secretariat and a number of client ministries.

An automated tender information system lists tenders currently on call, tender results and other tender related information either by voice or by facsimile, 24 hours a day. The system is accessed by dialing 327-2571.

**PURCHASING SERVICES BRANCH**  
**SUPPLIER INFORMATION SERVICE**  
 Ferguson Block, 6th Flr.  
 77 Wellesley St. W.  
 Toronto M7A 1N3  
 416-327-3555

The Supplier Information Service (SIS) is a central common service. This section manages a mandatory common supplier registration program that includes a common coding structure for goods, services and suppliers. Information on suppliers, commodities and services is continually collected, managed and made available to buyers throughout the government.

**PURCHASING SERVICES BRANCH**  
**SURPLUS ASSETS MANAGEMENT**  
 99 Adesso Dr.  
 Concord L4K 3C7  
 905-660-2377

As a mandatory central common service, Surplus Assets Management (SAM) is responsible for providing an efficient and effective mechanism for the disposal of government's **surplus** movable assets.

## **ACTS**

### **ACTS**

The Management Board of Cabinet is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the communications branch.

County of Middlesex Act, 1979  
 Flag Act  
 Floral Emblem Act



Freedom of Information and Protection of Privacy Act, 1987

Management Board of Cabinet Act

Ministry of Government Services Act

Municipal Freedom of Information and Protection of Privacy Act, 1989

Official Notices Publication Act

Public Service Act

Public Service Pension Act, 1989

Successor Rights (Crown Transfers) Act

Superannuation Adjustment Benefits Act

## LEGISLATIVE OFFICES

### Legislative Building

Queen's Park, Toronto M7A 1A2

## LEGISLATIVE ASSEMBLY

The Legislative Assembly, commonly called the House, consists of 130 **Members of Provincial Parliament (MPPs)** elected to represent the people in their constituencies. The Assembly performs legislative, financial and critical functions. It considers proposals for **legislation or bills**; enacts, amends and repeals legislation; authorizes the collection of funds from the people of Ontario; and criticizes the policies put forth by the Premier and the Cabinet. As the presiding officer, the Speaker of the Assembly is responsible for both the policy and operations of the Legislature. The Clerk of the Assembly, in the capacity of principal permanent officer, provides the Speaker and MPPs with procedural advice.

Another important feature of the Assembly, designed to enhance the legislative process, is the committee system. Three types of committees, commonly known as Standing Committees, Select Committees and the Committee of the Whole House, review legislation, scrutinize budget estimates, and undertake special studies or investigations.

**Standing Committees**, composed of Members drawn from each political party, are created by the standing orders and given specific areas of jurisdiction. Committees meet while the Legislative Assembly is in session, during adjournments and recesses, and report from time to time on matters referred to them.

**Select Committees** are appointed on an ad hoc basis by the Legislative Assembly to inquire into specific issues. A Select Committee composed of members from each political party is dissolved once its task is completed.

**Committee of the Whole House** refers to the Legislative Assembly when it meets in the Legislative Chamber as a committee to consider matters such as bills after they have received second reading. The Deputy Speaker who is also the Chair of the Committee of the Whole House presides over this committee.

Information on select and standing committees may be obtained from the Committees Branch, Room 1405, Whitney Block, Queen's Park, Toronto M7A 1A2 (416-325-3500).

Members of Provincial Parliament, **Constituency offices** and Queen's Park addresses are listed below.

## CONSTITUENCY/MEMBER

Algoma-Manitoulin  
Mike Brown, LIB

Algoma  
Hon. C.J. (Bud) Wildman, NDP

Beaches-Woodbine  
Hon. Frances Lankin, NDP

Brampton North  
Carman McClelland, LIB

Brampton South  
Bob Callahan, LIB

Brantford  
Hon. Brad Ward, NDP

Brant-Haldimand  
Ron Eddy, LIB

Bruce  
Murray J. Elston, LIB

Burlington South  
Cameron Jackson, PC

Cambridge  
Hon. Mike Farnan, NDP

Carleton East  
Gilles E. Morin, LIB

Carleton  
Norman W. Sterling, PC

Chatham-Kent  
Randy Hope, NDP

Cochrane North  
Len Wood, NDP

Cochrane South  
Gilles Bisson, NDP

Cornwall  
John Cleary, LIB

Don Mills  
Dave Johnson, PC

Dovercourt  
Hon. Tony Silipo, NDP

Downsview  
Anthony Perruzza, NDP

Dufferin-Peel  
David Tilson, PC

Durham Centre  
Drummond White, NDP

Durham East  
Gordon Mills, NDP

Durham West  
Jim Wiseman, NDP

Durham-York  
Larry O'Connor, NDP

Eglinton  
Dianne Poole, LIB

Elgin  
Peter North, IND

Essex-Kent  
Pat Hayes, NDP

Essex South  
Vacant Riding

Etobicoke-Humber  
Dr. Jim Henderson, LIB

Etobicoke-Lakeshore  
Hon. Ruth Grier, NDP

Etobicoke-Rexdale  
Hon. Ed Philip, NDP

Etobicoke West  
Chris Stockwell, PC

Fort William  
Lyn McLeod, LIB

Fort York  
Rosario Marchese, NDP

Frontenac-Addington  
Hon. Fred Wilson, NDP

Grey  
Bill Murdoch, PC

Guelph  
Derek Fletcher, NDP

Halton Centre  
Barbara Sullivan, LIB

Halton North  
Noel Duignan, NDP

Hamilton Centre  
Hon. David Christopherson, NDP

Hamilton East  
Hon. Bob Mackenzie, NDP

Hamilton Mountain  
Hon. Brian A. Charlton, NDP

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Hamilton West  
Hon. Richard Allen, NDP

Hastings-Peterborough  
Hon. Elmer Buchanan, NDP

High Park-Swansea  
Hon. Elaine Ziemba, NDP

Huron  
Paul Klopp, NDP

Kenora  
Frank Miclash, LIB

Kingston & the Islands  
Gary Wilson, NDP

Kitchener-Wilmot  
Mike Cooper, NDP

Kitchener  
Will Ferguson, IND

Lake Nipigon  
Hon. Gilles Pouliot, NDP

Lambton  
Ellen MacKinnon, NDP

Lanark-Renfrew  
Leo Jordan, PC

Lawrence  
Joseph Cordiano, LIB

Leeds-Grenville  
Robert W. Runciman, PC

Lincoln  
Ron Hansen, NDP

London Centre  
Hon. Marion Boyd, NDP

London North  
Dianne Cunningham, PC

London South  
David Winninger, NDP

Markham  
Don Cousens, PC

Middlesex  
Irene Mathyssen, NDP

Mississauga East  
John Sola, IND

Mississauga North  
Steven Offer, LIB

Mississauga South  
Margaret Marland, PC

Mississauga West  
Steven W. Mahoney, LIB

Muskoka-Georgian Bay  
Dan Waters, NDP

Nepean  
Dr. Hans Daigeler, LIB

Niagara Falls  
Margaret Harrington, NDP

Niagara South  
Hon. Shirley Coppen, NDP

Nickel Belt  
Hon. Floyd Laughren, NDP

Nipissing  
Mike D. Harris, PC

Norfolk  
Norman Jamison, NDP

Northumberland  
Joan Fawcett, LIB

Oakville South  
Gary Carr, PC

Oakwood  
Tony Rizzo, NDP

Oriole  
Elinor Caplan, LIB

Oshawa  
Hon. Allan C. Pilkey, NDP

Ottawa Centre  
Hon. Evelyn Gigantes, NDP



Ottawa East  
Bernard C. Grandmaître, LIB

Ottawa-Rideau  
Yvonne O'Neill, LIB

Ottawa South  
Dalton J.P. McGuinty, LIB

Ottawa West  
Bob Chiarelli, LIB

Oxford  
Kimble Sutherland, NDP

Parkdale  
Tony Ruprecht, LIB

Parry Sound  
Ernie Eves, PC

Perth  
Karen Haslam, NDP

Peterborough  
Jenny Carter, NDP

Port Arthur  
Hon. Shelley Wark-Martyn, NDP

Prescott-Russell  
Jean Poirier, LIB

Prince Edward-Lennox-South Hastings  
Paul Johnson, NDP

Quinte  
Hugh P. O'Neil, LIB

Rainy River  
Hon. Howard Hampton, NDP

Renfrew North  
Sean Conway, LIB

Riverdale  
Hon. Marilyn Churley, NDP

S.D.G. & East Grenville  
Noble Villeneuve, PC

Sarnia  
Bob Huget, NDP

Sault Ste. Marie  
Tony Martin, NDP

Scarborough-Agincourt  
Gerry Phillips, LIB

Scarborough Centre  
Stephen Owens, NDP

Scarborough East  
Dr. Robert Frankford, NDP

Scarborough-Ellesmere  
Hon. David Warner, NDP

Scarborough North  
Alvin Curling, LIB

Scarborough West  
Hon. Anne Swarbrick, NDP

Simcoe Centre  
Paul Wessenger, NDP

Simcoe East  
Allan McLean, PC

Simcoe West  
Jim Wilson, PC

St. Andrew-St. Patrick  
Zanana L. Akande, NDP

St. Catharines-Brock  
Christel Haeck, NDP

St. Catharines  
Jim Bradley, LIB

St. George-St. David  
Tim Murphy, LIB

Sudbury East  
Hon. Shelley Martel, NDP

Sudbury  
Sharon Murdock, NDP

Timiskaming  
David Ramsay, LIB

Victoria-Haliburton  
Vacant Riding

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Waterloo North  
Elizabeth Witmer, PC

Welland-Thorold  
Peter Kormos, NDP

Wellington  
Ted Arnott, PC

Wentworth East  
Mark Morrow, NDP

Wentworth North  
Don Abel, NDP

Willowdale  
Charles Harnick, PC

Wilson Heights  
Monte Kwinter, LIB

Windsor-Riverside  
Hon. Dave Cooke, NDP

Windsor-Sandwich  
George Dadamo, NDP

Windsor-Walkerville  
Wayne Lessard, NDP

York Centre  
Gregory Sorbara, LIB

York East  
Gary Malkowski, NDP

York Mills  
David Turnbull, PC

York North  
Charles Beer, LIB

York South  
Hon. Bob Rae, NDP

Yorkview  
George Mammoliti, NDP

## MEMBER/CONSTITUENCY

Abel, Don, NDP  
(Wentworth North)  
89 King St. W., Ste. 104  
**Dundas** L9H 1V1  
905-628-6558  
Fax 905-628-6322

Akande, Zanana L., NDP  
(St. Andrew-St. Patrick)  
720 Spadina Ave., Ste. 103  
**Toronto** M5S 2T9  
416-323-3533  
Fax 416-323-3685

Allen, Hon. Richard, NDP  
(Hamilton West)  
158 Locke St. S.  
**Hamilton** L8P 4A9  
905-527-2556  
Fax 905-527-2570

Arnott, Ted, PC  
(Wellington)  
148 George St.  
P. O. Box 659  
**Arthur** N0G 1A0  
519-848-6253  
Fax 519-848-6255  
If long distance dial  
1-800-265-2366 (Toll-free)

Beer, Charles, LIB  
(York North)  
14993 Yonge St.  
**Aurora** L4G 1M5  
905-727-1985  
Fax 905-727-0824

Bisson, Gilles, NDP  
(Cochrane South)  
142 Algonquin Ave. E.  
**Timmins** P4N 1A7  
705-268-6236  
Fax 705-268-7122

Boyd, Hon. Marion, NDP  
(London Centre)  
Centretown Mall  
637 Dundas St. E.  
**London** N5W 2Z1  
519-433-6631  
Fax 519-433-3248

Bradley, Jim, LIB  
(St. Catharines)  
2 Secord Dr., Unit 2  
**St. Catharines** L2N 1K8  
905-935-0018  
Fax 905-935-0191

Brown, Mike, LIB  
(Algoma-Manitoulin)  
Algo Centre Mall  
151 Ontario Ave.  
**Elliot Lake** P5A 2T2  
705-461-9710  
Fax 705-461-9720

Buchanan, Hon. Elmer, NDP  
(Hastings-Peterborough)  
29 Forsyth St.  
P. O. Box 570  
**Marmora** K0K 2M0  
613-472-5901  
Fax 613-472-5907  
If long distance dial  
1-800-461-5762 (Toll-free)

Callahan, Bob, LIB  
(Brampton South)  
24 Queen St. E., Ste. 305  
**Brampton** L6V 1A3  
905-453-8453  
Fax 905-453-2693

Caplan, Elinor, LIB  
(Oriole)  
30 Esterbrooke Ave., Ste. 100  
**North York** M2J 2C4  
416-494-6856  
Fax 416-325-3968

Carr, Gary, PC  
(Oakville South)  
22 Lakeshore Rd. W.  
**Oakville** L6K 1C5  
905-842-5592  
Fax 905-842-0332

Carter, Jenny, NDP  
(Peterborough)  
193 Simcoe St., Unit 3  
**Peterborough** K9H 2H6  
705-742-3777  
Fax 705-742-1822

Charlton, Hon. Brian A., NDP  
(Hamilton Mountain)  
688 Queensdale Ave. E., 2nd Flr.  
**Hamilton** L8V 1M1  
905-388-9734  
Fax 905-388-7862

Chiarelli, Bob, LIB  
(Ottawa West)  
2249 Carling Ave., Ste. 404  
**Ottawa** K2B 7E9  
613-596-2016  
Fax 613-596-9744

Christopherson, Hon. David, NDP  
(Hamilton Centre)  
346 Main St. E.  
**Hamilton** L8N 1J1  
905-529-1277  
Fax 905-529-1280

Churley, Hon. Marilyn, NDP  
(Riverdale)  
288 Danforth Ave.  
**Toronto** M4K 1N6  
416-461-0223  
Fax 416-461-9542

Cleary, John, LIB  
(Cornwall)  
404 Montreal Rd.  
**Cornwall** K6H 1B7  
613-933-6513  
Fax 613-933-6449

Conway, Sean, LIB  
(Renfrew North)  
203 Renfrew St.  
**Pembroke** K8A 5S2  
613-735-6627  
Fax 613-735-6692  
If long distance dial  
1-800-267-2515 (Toll-free)

Cooke, Hon. Dave, NDP  
(Windsor-Riverside)  
4848 Tecumseh Rd. E.  
**Windsor** N8T 1B8  
519-944-4343  
Fax 519-944-4456

Cooper, Mike, NDP  
(Kitchener-Wilmot)  
1077 Weber St. E., Unit 4  
**Kitchener** N2A 3Y5  
519-748-5598  
Fax 519-748-6615

Coppen, Hon. Shirley, NDP  
(Niagara South)  
Portal Village Market  
508 Steele St., Unit 3  
**Port Colborne** L3K 6A7  
905-835-8342  
Fax 905-835-1381  
If long distance dial  
1-800-665-3697 (Toll-free)

Cordiano, Joseph, LIB  
(Lawrence)  
2958 Dufferin St.  
**North York** M6B 3S9  
416-785-3520  
Fax 416-785-4524

Cousens, Don, PC  
(Markham)  
8444 Woodbine Ave.  
**Markham** L3R 4X7  
905-475-0021  
Fax 905-475-3800

Cunningham, Dianne, PC  
(London North)  
1135 Adelaide St. N., Unit 119  
**London** N5Y 5K7  
519-432-7339  
Fax 519-432-0613

Curling, Alvin, LIB  
(Scarborough North)  
5200 Finch Ave. E., Unit 114  
**Scarborough** M1S 4Z4  
416-297-5040  
Fax 416-297-6767

Dadamo, George, NDP  
(Windsor-Sandwich)  
2435 Dougall Ave.  
**Windsor** N8X 1T3  
519-972-8585  
Fax 519-972-8759

Daigeler, Dr. Hans, LIB  
(Nepean)  
Greenbank Sq., 2nd Flr.  
250B Greenbank Rd.  
**Nepean** K2H 8X4  
613-596-5685  
Fax 613-596-5199

Duignan, Noel, NDP  
(Halton North)  
751 Main St. E., Unit 1  
**Milton** L9T 3Z3  
905-878-1729  
Fax 905-878-5144

Eddy, Ron, LIB  
(Brant-Haldimand)  
12 Broadway St. W.  
**Paris** N3L 2S2  
519-442-6445  
Fax 519-442-1517 and

Eddy, Ron, LIB  
(Brant-Haldimand)  
220 Broad St. E., Unit 6  
**Dunnville** N1A 1G2  
905-774-9422  
Fax 905-774-9285



Elston, Murray J., LIB  
(Bruce)  
795 Queen St.  
P. O. Box 565  
**Kincardine** N2Z 2Y9  
519-396-4735

Eves, Ernie, PC  
(Parry Sound)  
159 Marie St.  
P. O. Box 490  
**South River** P0A 1X0  
705-386-0091  
Fax 705-386-0701  
If long distance dial  
1-800-461-7511 (Toll-free)

Eves, Ernie, PC  
(Parry Sound)  
7 Miller St.  
**Parry Sound** P2A 1S7  
705-746-4266  
Fax 705-746-1578

Farnan, Hon. Mike, NDP  
(Cambridge)  
150 Hespeler Rd., Unit C  
**Cambridge** N1R 6V6  
519-623-5852  
Fax 519-623-3250

Fawcett, Joan, LIB  
(Northumberland)  
1005 William St., Ste. 303  
**Cobourg** K9A 5J4  
905-372-4000  
Fax 905-372-1672  
If long distance dial  
1-800-263-3980 (Toll-free)

Ferguson, Will, IND  
(Kitchener)  
176 Victoria St. N.  
**Kitchener** N2H 5C6  
519-579-5460  
Fax 519-579-2121

Fletcher, Derek, NDP  
(Guelph)  
Park Mall, Ste. 201 C  
2 Quebec St.  
**Guelph** N1H 2T3  
519-836-4190  
Fax 519-836-4191

Frankford, Dr. Robert, NDP  
(Scarborough East)  
4403 Kingston Rd., Unit 6A  
**Scarborough** M1E 2N2  
416-281-2787  
Fax 416-281-2360

Gigantes, Hon. Evelyn, NDP  
(Ottawa Centre)  
407 Queen St.  
**Ottawa** K1R 5A6  
613-237-0212  
Fax 613-237-3067

Grandmaître, Bernard C., LIB  
(Ottawa East)  
150 Montreal Rd., Rm. 208  
**Vanier** K1L 8H2  
613-744-4484  
Fax 613-744-0889

Grier, Hon. Ruth, NDP  
(Etobicoke-Lakeshore)  
2800 Lakeshore Blvd. W.  
**Etobicoke** M8V 1H5  
416-259-2249  
Fax 416-259-3704

Haeck, Christel, NDP  
(St. Catharines-Brock)  
125 Queenston St., Unit 1  
**St. Catharines** L2R 2Z6  
905-988-9339  
Fax 905-988-9344

Hampton, Hon. Howard, NDP  
(Rainy River)  
205 Main St.  
**Atikokan** P0T 1C0  
807-597-2629  
Fax 807-597-2402 and

Hampton, Hon. Howard, NDP  
(Rainy River)  
207 3rd St. E.  
**Fort Frances** P9A 1P7  
807-274-7619  
Fax 807-274-3721

Hansen, Ron, NDP  
(Lincoln)  
3831 Victoria Ave. S.  
Box 4000  
**Vineland** L0R 2C0  
905-562-3737  
Fax 905-562-3744

Harnick, Charles, PC  
(Willowdale)  
Newtonbrook Plaza  
5801 Yonge St., Unit 2  
**North York** M2M 3T9  
416-733-7878  
Fax 416-733-7709

Harrington, Margaret, NDP  
(Niagara Falls)  
4582 Queen St.  
**Niagara Falls** L2E 2L6  
416-357-0681  
Fax 416-357-9456

Harris, Mike, PC  
(Nipissing)  
374 Fraser St., Ste. 1  
**North Bay** P1B 3W7  
705-474-8340  
Fax 705-474-9747  
If long distance ask for  
Zenith 32580 (Toll-free)

Harris, Mike, PC  
(Nipissing)  
229 Main St., 2nd Flr.  
**Sturgeon Falls** P0H 2G0  
705-753-2560  
If long Distance ask for  
Zenith 32580 (Toll-free)

Haslam, Karen, NDP  
(Perth)  
156 Huron St.  
**Stratford** N5A 5S8  
519-272-0660  
Fax 519-272-1064  
If long distance dial  
1-800-461-9701 (Toll-free)

Hayes, Pat, NDP  
(Essex-Kent)  
578 Notre Dame St.  
P. O. Box 100  
**Belle River** N0R 1A0  
519-728-4100  
Fax 519-728-3149

Hayes, Pat, NDP  
(Essex-Kent)  
82 Erie St. S.  
P. O. Box 189  
**Ridgetown** N0P 2C0  
519-674-0966  
Fax 519-674-5018

Henderson, Dr. Jim, LIB  
(Etobicoke-Humber)  
3065 Bloor St. W.  
**Etobicoke** M8X 1C6  
416-236-2702

Hope, Randy, NDP  
(Chatham-Kent)  
59 Adelaide St. S.  
**Chatham** N7M 4R1  
519-351-3713  
Fax 519-351-8202

Huget, Bob, NDP  
(Sarnia)  
Seaway Towers  
155 North Front St.  
**Sarnia** N7T 7V5  
519-337-0051  
519-337-0053

Jackson, Cameron, PC  
(Burlington South)  
460 Brant St., Unit 23  
**Burlington** L7R 4B6  
905-639-7924  
Fax 905-639-3284

Jamison, Norman, NDP  
(Norfolk)  
84 Norfolk St. N., Rear Entrance  
**Simcoe** N3Y 3N7  
519-428-0446  
Fax 519-428-0835  
If long distance dial  
1-800-461-3090 (Toll-free)

Johnson, Dave, PC  
(Don Mills)  
1102 O'Connor Dr.  
**Toronto** M4B 3L4  
416-752-2005  
Fax 416-752-2646

Johnson, Paul, NDP  
(Prince Edward-Lennox-South Hastings)  
Towne Mall  
Main St.  
P. O. Box 660  
**Picton** K0K 2T0  
613-476-6732  
Fax 613-476-6712  
If long distance dial  
1-800-267-3178 (Toll-free) and

Johnson, Paul, NDP  
(Prince Edward-Lennox-South Hastings)  
45 Dundas St. E.  
**Napanee** K7R 1H7  
613-354-4368  
Fax 613-354-0626

Jordan, W. Leo, PC  
(Lanark-Renfrew)  
10 Sunset Blvd.  
**Perth** K7H 2Y2  
613-267-5210  
Fax 613-267-7262  
If long distance dial  
1-800-465-3766 (Toll-free) and

Jordan, W. Leo, PC  
(Lanark-Renfrew)  
Renfrew Mall, Unit 8C  
740 Stewart St. N.  
**Renfrew** K7V 4G8  
613-432-3206  
Fax 613-432-5686  
If long distance dial  
1-800-267-5877 (Toll-free)

Klopp, Paul, NDP  
(Huron)  
19 Victoria St.  
P. O. Box 1048  
**Clinton** N0M 1L0  
519-482-3132  
Fax 519-482-5405  
If long distance dial  
1-800-668-9320 (Toll-free)

Kormos, Peter, NDP  
(Welland-Thorold)  
60 King St., Unit 103  
**Welland** L3B 6A4  
905-732-6884  
905-384-9437  
Fax 905-732-9782

Kwinter, Monte, LIB  
(Wilson Heights)  
539 Wilson Heights Blvd.  
**Downsview** M3H 2V7  
416-630-0080  
Fax 416-630-8828

Lankin, Hon. Frances, NDP  
(Beaches-Woodbine)  
2036 Danforth Ave.  
**Toronto** M4C 1J6  
416-421-1810  
Fax 416-421-3741

Laughren, Hon. Floyd, NDP  
(Nickel Belt)  
125 Errington St.  
Box 808  
**Chelmsford** P0M 1L0  
705-855-3531  
Fax 705-855-9290

Lessard, Wayne, NDP  
(Windsor-Walkerville)  
1109 Tecumseh Rd. E.  
**Windsor** N8W 1B3  
519-973-5768  
Fax 519-973-7694

Mackenzie, Hon. Bob, NDP  
(Hamilton East)  
1968 Parkdale Ave. N.  
**Hamilton** L8H 5X2  
905-544-9644  
Fax 905-544-5152

MacKinnon, Ellen, NDP  
(Lambton)  
4166 Petrolia St.  
**Petrolia** N0N 1R0  
519-882-0221  
Fax 519-882-3939

Mahoney, Steven W., LIB  
(Mississauga West)  
1140 Burnhamthorpe Rd. W., Ste. 126  
**Mississauga** L5C 4E9  
905-897-8815  
Fax 905-566-5264

Malkowski, Gary, NDP  
(York East)  
196 O'Connor Dr.  
**Toronto** M4J 2T1  
416-425-4560  
416-425-2329 (TDD)  
Fax 416-425-5846

Mammoliti, George, NDP  
(Yorkview)  
2300 Finch Ave. W., Unit 42  
**Weston** M9M 2Y3  
416-743-7272  
Fax 416-743-3292

Marchese, Rosario, NDP  
(Fort York)  
854 Dundas St. W.  
**Toronto** M6J 1V5  
416-363-9664  
Fax 416-363-0835

Marland, Margaret, PC  
(Mississauga South)  
1523 Hurontario St.  
**Mississauga** L5G 3H7  
905-278-1557  
Fax 905-278-1525

Martel, Hon. Shelley, NDP  
(Sudbury East)  
Hanmer Valley Shopping Plaza  
Hwy. 69 N.  
**Hanmer** P0M 1Y0  
705-969-3621  
Fax 705-969-3538

Martin, Tony, NDP  
(Sault Ste. Marie)  
172 Gore St.  
**Sault Ste. Marie** P6A 1M2  
705-949-3687  
Fax 705-949-5561

Mathyssen, Irene, NDP  
(Middlesex)  
1905 Oxford St. E.  
**London** N5V 2Z7  
519-457-3110  
Fax 519-455-3654  
If long distance dial  
1-800-265-1524 (Toll-free)

McClelland, Carman, LIB  
(Brampton North)  
Conestoga Sq.  
380 Bovaird Dr., Unit 28  
**Brampton** L6Z 2S8  
905-840-9244  
Fax 905-840-7845

McGuinty, Dalton J.P., LIB  
(Ottawa South)  
1785 Kilborn Ave.  
**Ottawa** K1H 6N1  
613-736-9573  
Fax 613-736-7374



McLean, Allan, PC  
(Simcoe East)  
14 Coldwater Rd. W.  
Box 2320

**Orillia** L3V 3L1  
705-326-3246 and  
705-835-3244  
Fax 705-326-9579

McLean, Allan, PC  
(Simcoe East)  
29 Main St.  
**Penetanguishene** L0K 1P0  
705-549-4521

McLeod, Lyn, LIB  
(Fort William)  
240 South Syndicate Ave.  
**Thunder Bay** P7E 1C8  
807-623-9237  
Fax 807-623-4983

Miclash, Frank, LIB  
(Kenora)  
Kenora Market Sq.  
100 Chipman St.  
**Kenora** P9N 4E4  
807-468-6311  
Fax 807-468-4604  
If long distance dial  
1-800-465-5302 (Toll-free) and

Miclash, Frank, LIB  
(Kenora)  
81 Duke St.  
**Dryden** P8N 1G2  
807-223-5000  
Fax 807-741-0694

Mills, Gordon, NDP  
(Durham East)  
Veltri Complex  
68 King St. E.  
**Bowmanville** L1C 3X2  
905-697-1501  
Fax 905-697-1506  
If long distance dial  
1-800-661-2433 (Toll-free)

Morin, Gilles E., LIB  
(Carleton East)  
2057 Meadowbrook Rd.  
**Gloucester** K1B 4W7  
613-741-9069  
Fax 613-741-0694

Morrow, Mark, NDP  
(Wentworth East)  
2 King St. E.  
**Stoney Creek** L8G 1J8  
905-662-4442  
Fax 416-662-2313

Murdoch, Bill, PC  
(Grey)  
281 9th St. E.  
**Owen Sound** N4K 1N8  
519-371-2421  
Fax 519-371-0953

Murdoch, Bill, PC  
(Grey)  
36 Toronto St. S.  
P. O. Box 88  
**Markdale** N0C 1H0  
519-986-2510  
Fax 519-986-3655

Murdock, Sharon, NDP  
(Sudbury)  
66 Elm St., Ste. 201  
**Sudbury** P3C 1R8  
705-675-1914  
Fax 705-675-1456

Murphy, Tim, LIB  
(St. George-St. David)  
455 Parliament St.  
**Toronto** M5A 3A3  
416-972-7683  
Fax 416-972-7686

North, Peter, IND  
(Elgin)  
542 Talbot St.  
**St. Thomas** N5R 1C4  
519-631-0666  
Fax 519-631-9478

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O'Connor, Larry, NDP  
(Durham-York)  
133A High St.  
**Sutton** L0E 1R0  
905-722-7212  
Fax 905-722-7214  
If long distance dial  
1-800-263-7411 (Toll-free)

O'Neil, Hugh P., LIB  
(Quinte)  
5 Stewart St.  
**Trenton** K8V 6H5  
613-392-3038  
Fax 613-392-2241 and

O'Neil, Hugh P., LIB  
(Quinte)  
c/o Century Place  
199 Front St., Ste. 201  
**Belleville** K8N 5H5  
613-962-1144  
Fax 613-969-6381

O'Neill, Yvonne, LIB  
(Ottawa Rideau)  
2435 Bank St.  
**Ottawa** K1V 8R9  
613-738-7768  
Fax 613-738-5343

Offer, Steven, LIB  
(Mississauga North)  
Trinity Market  
63 Queen St. S., Unit 10  
**Streetsville** L5M 3S9  
905-826-7200  
Fax 905-826-4553

Owens, Steve, NDP  
(Scarborough Centre)  
Cliffcrest Plaza  
3047 Kingston Rd.  
**Scarborough** M1M 1P1  
416-261-9525  
Fax 416-261-0381

Perruzza, Anthony, NDP  
(Downsview)  
1939 Sheppard Ave. W.  
**Downsview** M3L 1Y8  
416-740-0152  
Fax 416-740-2474

Philip, Hon. Ed, NDP  
(Etobicoke-Rexdale)  
1058A Albion Rd., Ste. 204  
**Rexdale** M9V 1A7  
416-745-0598  
Fax 416-745-5670

Phillips, Gerry, LIB  
(Scarborough-Agincourt)  
4002 Sheppard Ave. E., Ste. 204  
**Scarborough** M1S 4R5  
416-297-6568  
Fax 416-297-4962

Pilkey, Hon. Allan C., NDP  
(Oshawa)  
54B Centre St. N.  
**Oshawa** L1G 4B5  
905-723-2411  
Fax 905-723-1054

Poirier, Jean, LIB  
(Prescott-Russell)  
8 Giroux St., Ste. 9  
Box 339  
**Rockland** K4K 1K4  
613-446-4010  
Fax 613-446-6605  
If long distance ask  
Zenith 32560 (Toll-free)

Poirier, Jean, LIB  
(Prescott-Russell)  
151 Main St. E., Ste. 33  
**Hawkesbury** K6A 1A1  
613-632-2706  
Fax 613-632-1554  
If long distance ask  
Zenith 32560 (Toll-free)

Poole, Dianne, LIB  
(Eglinton)  
2409 Yonge St., Ste. 304  
**Toronto** M4P 2E7  
416-482-2480

Pouliot, Hon. Gilles, NDP  
(Lake Nipigon)  
Ferguson Block, 3rd Flr.  
77 Wellesley St. W.  
**Queen's Park, Toronto** M7A 1Z8  
416-327-0965  
Fax 416-327-0968  
If long distance dial  
1-800-268-7192 (Toll-free)

Rae, Hon. Bob, NDP  
(York South)  
2603 Eglinton Ave. W.  
**Toronto** M6M 1T3  
416-658-8127  
Fax 416-658-8162

Ramsay, David, LIB  
(Timiskaming)  
29 Duncan Ave.  
**Kirkland Lake** P2N 1X5  
705-567-4650  
Fax 705-567-4208  
If long distance dial  
1-800-461-2186 (Toll-free) and

Ramsay, David, LIB  
(Timiskaming)  
524 Ferguson St.  
Box 429  
**Haileybury** P0J 1K0  
705-672-2488  
Fax 705-672-3241

Rizzo, Tony, NDP  
(Oakwood)  
1853 Eglinton Ave. W.  
**Toronto** M6E 2J3  
416-781-2395  
Fax 416-781-4116

Runciman, Robert W., PC  
(Leeds-Grenville)  
32 Wall St.  
**Brockville** K6V 4R9  
613-342-9522  
Fax 613-342-2501

Ruprecht, Tony, LIB  
(Parkdale)  
1079 College St.  
**Toronto** M6H 1B4  
416-535-3158

Silipo, Hon. Tony, NDP  
(Dovercourt)  
1606 Dufferin St.  
**Toronto** M6H 3L7  
416-653-1044  
Fax 416-653-1054

Sola, John, IND  
(Mississauga East)  
35 King St. E., Unit 14B  
**Mississauga** L5A 4E2  
416-276-1010  
Fax 416-276-6933

Sorbara, Gregory, LIB  
(York Centre)  
2535 Major Mackenzie Dr., Ste. 210  
**Maple** L6A 1C6  
905-832-3500/9814  
Fax 905-867-9814

Sterling, Norman W., PC  
(Carleton)  
1143A Mill St.  
P. O. Box 535  
**Manotick** K4M 1A5  
613-692-2403  
Fax 613-692-0869  
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Fax 416-695-1222

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3345 North Service Rd.  
**Burlington** L7N 3G2  
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Fax 416-332-1641

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**Woodstock** N4S 1C1  
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Fax 519-537-3577  
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523 Elizabeth St.  
**Midland** L4R 2A2  
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Fax 705-526-0395 and

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Fax 705-737-1085

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Fax 905-430-1840



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RR #2  
**Goulais River** P0S 1E0  
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Fax 705-649-2076

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**Kingston** K7L 1C8  
613-547-2385  
Fax 613-547-5001

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**Kingston** K7M 4Y2  
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Fax 905-683-8643

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375 University Ave. E.  
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Fax 416-585-6470

Phillips, Gerry, LIB  
(Scarborough-Agincourt)  
Legislative Bldg., Rm. 328  
**Queen's Park, Toronto M7A 1A4**  
416-325-3628  
Fax 416-325-9595

Pilkey, Hon. Allan C., NDP  
(Oshawa)  
76 College St., 6th Flr.  
**Toronto M5G 1L1**  
416-325-0332  
Fax 416-325-9598

Poirier, Jean, LIB  
(Prescott-Russell)  
Legislative Bldg., Rm. 420  
**Queen's Park, Toronto M7A 1A4**  
416-325-7289  
Fax 416-325-9006

Poole, Dianne, LIB  
(Eglinton)  
Whitney Block, Rm. 1411  
99 Wellesley St. W.  
**Queen's Park, Toronto M7A 1A4**  
416-325-3634  
Fax 416-325-3638

Pouliot, Hon. Gilles, NDP  
(Lake Nipigon)  
Ferguson Block, 3rd Flr.  
77 Wellesley St. W.  
**Toronto M7A 1Z8**  
416-327-9200  
Fax 416-327-9188

Rae, Hon. Bob, NDP  
(York South)  
Legislative Bldg., Rm. 281  
**Queen's Park, Toronto M7A 1A1**  
416-325-1941  
Fax 416-325-3745

Ramsay, David, LIB  
(Timiskaming)  
Legislative Bldg., Rm. 434  
**Queen's Park, Toronto M7A 1A4**  
416-325-7137  
Fax 416-325-9007



Rizzo, Tony, NDP  
(Oakwood)

Legislative Bldg., Rm. 406 N. Wing  
**Queen's Park, Toronto** M7A 1A5  
416-325-3956  
Fax 416-325-9548

Runciman, Robert W., PC  
(Leeds-Grenville)

Legislative Bldg., Rm. 172  
**Queen's Park, Toronto** M7A 1A8  
416-325-3868  
Fax 416-325-9036

Ruprecht, Tony, LIB  
(Parkdale)

Whitney Block, Rm. 1306  
99 Wellesley St. W.  
**Queen's Park, Toronto** M7A 1A4  
416-325-7777  
Fax 416-325-9961

Silipo, Hon. Tony, NDP  
(Dovercourt)

Hepburn Block, 6th Flr.  
80 Grosvenor St.  
**Queen's Park, Toronto** M7A 1E9  
416-325-5225  
Fax 416-325-5221

Sola, John, IND  
(Mississauga East)

Whitney Block, Rm. 1309  
99 Wellesley St. W.  
**Queen's Park, Toronto** M7A 1A4  
416-325-3648  
Fax 416-325-3499

Sorbara, Gregory, LIB  
(York Centre)

Legislative Bldg., Rm. 344  
**Queen's Park, Toronto** M7A 1A4  
416-325-7280  
Fax 416-325-9020

Sterling, Norman W., PC  
(Carleton)

Legislative Bldg., Rm. 160  
**Queen's Park, Toronto** M7A 1A8  
416-325-7770  
Fax 416-325-7771

Stockwell, Chris, PC  
(Etobicoke West)

Legislative Bldg., Rm. 103 N. Wing  
**Queen's Park, Toronto** M7A 1A8  
416-325-7535  
Fax 416-325-9906

Sullivan, Barbara, LIB  
(Halton Centre)

Whitney Block, Rm. 1303  
99 Wellesley St. W.  
**Queen's Park, Toronto** M7A 1A4  
416-325-3622  
Fax 416-325-9596

Sutherland, Kimble, NDP  
(Oxford)

555 Yonge St., 8th Flr.  
**Toronto** M7A 2H6  
416-325-4929  
Fax 416-325-1584

Swarbrick, Hon. Anne, NDP  
(Scarborough West)

77 Bloor St. W., 6th Flr.  
**Toronto** M7A 2R9  
416-325-6200  
Fax 416-325-6195

Tilson, David, PC  
(Dufferin-Peel)

Legislative Bldg., Rm. 118 N. Wing  
**Queen's Park, Toronto** M7A 1A8  
416-325-3862  
Fax 416-325-9037

Turnbull, David, PC  
(York Mills)

Legislative Bldg., Rm. 119 N. Wing  
**Queen's Park, Toronto** M7A 1A8  
416-325-3877  
Fax 416-325-9038

Villeneuve, Noble, PC  
(S-D-G & East Grenville)

Legislative Bldg., Rm. 156  
**Queen's Park, Toronto** M7A 1A8  
416-325-7760  
Fax 416-325-7763

Ward, Brad, NDP  
(Brantford)  
Frost Bldg. S., 7th Flr.  
7 Queen's Park Cres.  
**Queen's Park, Toronto M7A 1Y7**  
416-325-1337  
Fax 416-325-1329

Wark-Martyn, Hon. Shelley, NDP  
(Port Arthur)  
Hearst Block, 4th Flr.  
900 Bay St.  
**Queen's Park, Toronto M7A 2C4**  
416-327-7655  
Fax 416-327-7675

Warner, Hon. David, NDP  
(Scarborough-Ellesmere)  
Legislative Bldg., Rm. 180  
**Queen's Park, Toronto M7A 1A5**  
416-325-7875  
Fax 416-325-7483

Waters, Dan, NDP  
(Muskoka-Georgian Bay)  
77 Bloor St. W., 7th Flr.  
**Toronto M7A 2R9**  
416-314-7782  
Fax 416-314-7783

Wessenger, Paul, NDP  
(Simcoe Centre)  
Hepburn Block, 11th Flr.  
80 Grosvenor St.  
**Queen's Park, Toronto M7A 2C4**  
416-327-4338  
Fax 416-327-4484

White, Drummond, NDP  
(Durham Centre)  
777 Bay St., 29th Flr.  
**Toronto M5G 2E5**  
416-585-4038  
Fax 416-585-7682

Wildman, Hon. C.J. (Bud), NDP  
(Algoma)  
135 St. Clair Ave. W., 12th Flr.  
**Toronto M4V 1P5**  
416-323-4360  
Fax 416-323-4682

Wilson, Gary, NDP  
(Kingston and the Islands)  
Mowat Block, 5th Flr.  
900 Bay St.  
**Queen's Park, Toronto M7A 1L2**  
416-325-3335  
Fax 416-325-3309

Wilson, Hon. Fred, NDP  
(Frontenac-Addington)  
Legislative Bldg., Rm. 251  
**Queen's Park, Toronto M7A 1A2**  
416-325-7877  
Fax 416-325-7888

Wilson, Jim, PC  
(Simcoe West)  
Legislative Bldg., Rm. 123 N.Wing  
**Queen's Park, Toronto M7A 1A8**  
416-325-3858  
Fax 416-325-9039

Winninger, David, NDP  
(London South)  
720 Bay St., 11th Flr.  
**Toronto M5G 2K1**  
416-326-2485  
Fax 416-326-0141

Wiseman, Jim, NDP  
(Durham West)  
Ferguson Block, 12th Flr.  
77 Wellesley St. W.  
**Queen's Park, Toronto M7A 1N3**  
416-314-8973  
Fax 416-327-3790

Witmer, Elizabeth, PC  
(Waterloo North)  
Legislative Bldg., Rm. 105 N.Wing  
**Queen's Park, Toronto M7A 1A8**  
416-325-3865  
Fax 416-325-9040

Wood, Len, NDP  
(Cochrane North)  
Whitney Block, 6th Flr., Rm. 6522  
99 Wellesley St. W.  
**Queen's Park, Toronto M7A 1W3**  
416-314-2193  
Fax 416-314-2451

Ziemba, Hon. Elaine, NDP  
(High Park-Swansea)  
77 Bloor St. W., 5th Flr.  
**Toronto** M7A 2R9  
416-325-6170  
Fax 416-314-6042

#### SPEAKER OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg.  
Queen's Park, Toronto M7A 1A2  
416-325-7435  
Fax 416-325-7483

As the Chief Presiding Officer, the Speaker of the Legislative Assembly is responsible for both policy and operations of the Legislative Precinct which includes the Legislative Building, its surrounding grounds and the 1st, 2nd and 3rd floors of the Whitney Block. The Speaker also chairs the **Board of Internal Economy** which governs the Assembly's financial affairs, including the review of the estimates. The office includes the **Sergeant-at-Arms** (325-7445), the **Pages** (325-7457) employed during sessions, and the **Legislative Attendants** (325-7448) and provides information on the schedule of sittings and sessions of the **Legislature**.

#### SPEAKER OF THE LEGISLATIVE ASSEMBLY

##### CLERK OF THE LEGISLATIVE ASSEMBLY

Legislative Bldg., Rm. 104  
Queen's Park, Toronto M7A 1A2  
416-325-7340  
Fax 416-325-7344

The Clerk is the chief permanent officer of the Legislative Assembly, with the rank and status of a deputy minister. Responsibilities include advising the Speaker and members of the **Legislature** on questions of procedure and interpretation of rules and practices of the House and responsibility for the administration of the Office of the Assembly. The Clerk and Clerks Assistant provide advice on drafting motions and Petitions to Parliament.

The Clerk is Secretary of the Ontario Branch of the **Commonwealth Parliamentary Association**, with responsibility for coordinating the activities of the branch and the Legislature with other Parliaments, and Secretary of the Ontario section of the Association internationale des parlementaires de langue française.

#### SPEAKER OF THE LEGISLATIVE ASSEMBLY

##### CLERK OF THE LEGISLATIVE ASSEMBLY

##### BROADCAST AND RECORDING SERVICE

Legislative Bldg.  
Queen's Park, Toronto M7A 1A2  
416-325-7900  
Fax 416-325-7916

The Broadcast and Recording Service is responsible for the accreditation of visiting media and liaison between the Queen's Park Press Gallery and the Speaker's Office.

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This office operates the **Ontario Legislative Television Satellite Network (ONT.PARL.)**, the audio recording of House and Committee proceedings for transcription by Hansard and the "in-house" closed circuit **television** system. All House proceedings are real-time captioned for the hearing impaired.

**SPEAKER OF THE LEGISLATIVE ASSEMBLY**

**CLERK OF THE LEGISLATIVE ASSEMBLY**

**COMMITTEES BRANCH**

Whitney Block, Rm. 1405

99 Wellesley St. W.

Queen's Park, Toronto M7A 1A2

416-325-3500 (Collect calls accepted)

416-325-3538 (TDD) (TDD)

Fax 416-325-3505

The Committees Branch provides procedural and administrative support to **standing** and **select committees** of the Legislative Assembly, and offers advice and assistance on the drafting of motions relating to committee business. The branch will answer questions about parliamentary procedure in committees, matters referred to and being considered in committees, and dates and times of committee meetings. Callers will be referred to specific committee clerks for more detailed information on committee matters.

**SPEAKER OF THE LEGISLATIVE ASSEMBLY**

**CLERK OF THE LEGISLATIVE ASSEMBLY**

**HANSARD REPORTING SERVICE**

Legislative Bldg.

Queen's Park, Toronto M7A 1A2

416-325-7400

The Hansard Reporting Service covers the sittings of the **Legislature** of Ontario and its committees, and publishes an official report (**Hansard**). Index information on Hansard for the current session of the Legislature can be obtained by calling 325-7410 or 325-7411. Hansard is distributed to each Member of the Provincial Parliament (MPP), the ministries, the Legislative Library, Ministry and public libraries, and the Caucus offices. It can also be obtained by personal shopping at the Publications Ontario Bookstore, 880 Bay St., Toronto, (326-5320), and at most libraries. For subscriptions, contact Sessional Subscriptions, Publications Ontario, Management Board Secretariat, 50 Grosvenor St., Toronto, M7A 1N8 (326-5311/5310 or Toll-free 1-800-668-9938).

**SPEAKER OF THE LEGISLATIVE ASSEMBLY**

**CLERK OF THE LEGISLATIVE ASSEMBLY**

**INTERPRETATION AND TRANSLATION SERVICE**

Whitney Block, Rm. 1640-A

99 Wellesley St. W.

Queen's Park, Toronto M7A 1A2

416-325-3962

Fax 416-325-3967

Under the **French Language Services** program, the Interpretation and Translation Service provides **interpretation services** in English and French for both the House and Committees of the Legislature. Written translation services in English and French are also provided for



members and staff, caucus administrations and units of the Office of the Legislative Assembly. Any questions about interpretation and translation services at the Legislative Assembly of Ontario should be directed to the manager at the above address or telephone number.

**SPEAKER OF THE LEGISLATIVE ASSEMBLY  
CLERK OF THE LEGISLATIVE ASSEMBLY  
JOURNALS BRANCH**

Whitney Block, Rm. 1407  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1A2  
416-325-7350 (Collect calls accepted)  
Fax 416-325-3534

The Journals Branch of the Clerks Office coordinates daily publication of the **Orders and Notices paper, Votes and Proceedings** and daily **Business paper**. These documents, which contain the matters before the House, are the official record of the activities of the Legislature. The branch compiles and distributes a final **Status of Business Report** for each Session, consisting of information on legislation, expenditure estimates, committee orders of reference, speakers on the Throne and Budget Debates, Sessional Papers and resolutions considered by the House. All current Sessional documents tabled in the House are retained in the Journals Branch and available for public inspection. Disclosures with respect to holdings and interests of all Members of the House are filed with the Clerk and available for public inspection in that office. The branch will also answer questions on the status of **legislations (bills)** from current and previous Sessions of the Legislature.

**CHIEF ELECTION OFFICER**

51 Rolark Dr.  
Scarborough M1R 3B1  
416-321-3000  
1-800-668-2727 (Toll-free)  
Fax 416-321-6853

Under the **Ontario Election Act**, the Office of the Chief Election Officer (**Elections Ontario**) conducts provincial elections. It coordinates appointment, training and payment of **election** officials, and arranges rentals, equipment and supplies for polling places. Other responsibilities include directing and supervising local Returning Officers in 130 **electoral districts**; providing a public information film, "Securing the Vote"; and publishing **historical** information, dating back to 1867, about provincial elections. The office maintains an **Index of Provincial Electoral Districts** by street name and number to assist persons seeking their electoral district and the name, telephone number and contact address of their **Member of Provincial Parliament (MPP)**. See the Legislative Assembly entry for a list of MPPs and their constituency offices.

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## COMMISSION ON CONFLICT OF INTEREST

101 Bloor St. W., 4th Flr.  
 Toronto M5S 2Z7  
 416-314-8983  
 Fax 416-314-8987

The Conflict of Interest Commissioner is responsible for ensuring all Members of the Legislative Assembly and Executive Council comply with the **Members' Conflict of Interest Act**, 1988. He is also responsible for filing Members' public disclosure statements, which are available for public examination with the Clerk of the Legislative Assembly; and he has the right to conduct an inquiry and make a report. The Commissioner reports annually to the Speaker of the Assembly. Annual reports are available from Publications Ontario, 880 Bay St., Toronto.

## COMMISSION ON ELECTION FINANCES

151 Bloor St. W., Ste. 1110  
 Toronto M5S 1S4  
 416-325-9401  
 Fax 416-325-9466

The Commission on Election Finances administers the **Election Finances Act**, which provides for registration of Ontario's **political** parties, constituency (riding) associations, candidates in by-elections and provincial elections, and leadership contestants. During a provincial **election** campaign, the Commission supervises limits on campaign expenses and political contributions to registered parties, constituency associations and candidates, and imposes a time period for advertising.

Political parties and candidates may obtain subsidies for campaign expenses by filing audited campaign period statements of income and expenses, and annual financial statements, including assets and liabilities. Tax credit receipts are provided for contributions, within set limits, to parties, riding associations and candidates. Leadership contestants must file audited financial statements of income, including a list of contributions over \$100, and expenses. There are no limits on contributions, but also no tax credits for leadership contestants. All filings are made public.

The **Legislation Assembly Act** requires the Commission to review annually the indemnities and allowances of members of the Assembly. Recommendations are reported to the Speaker for presentation to the Assembly.

The Commission also administers Part III of the **Municipal Elections Act**, providing for the registration of candidates at a local government election. Municipal candidates must also file audited campaign period statements of income and expenses. The Municipal Elections Act imposes limits on contributions and expenses and provides for a tax credit or rebate system.

## FINANCE AND ADMINISTRATION DIVISION

Whitney Block, Rm. 2503  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1A2  
416-325-3565

The Finance and Administration Division is responsible for the overall administration of financial, human resource, information systems and purchasing services for the Legislative Assembly. The **Office of the Controller** acts as secretariat to the Assembly's Board of Internal Economy.

### FINANCE BRANCH

Whitney Block, 2nd Flr., Rm. 2630  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1A2  
416-325-9489

The Finance Branch provides the Members of the Legislative Assembly, its executives and program managers with accounting services which include financial reporting, accounts payable, payroll, revenue and accounts receivable. The branch offers financial planning and analysis services which include the coordination of annual resource allocation for estimates; management reporting systems development; financial policy development and advice.

### HUMAN RESOURCES BRANCH

Whitney Block, 2nd Flr., Rm. 2540  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1A2  
416-325-3540  
Fax 416-325-3573

The Human Resources Branch offers personnel services such as recruitment, staffing, training and development, staff relations, policy development and establishment of classification, compensation, and benefits for offices of the Assembly. Benefits administration is also provided for MPPs and their staff, and all caucuses. The branch administers student coop programs and the Ontario Legislature **Internship Programme**.

### LEGISLATIVE INFORMATION SYSTEMS BRANCH

Whitney Block, Rm. 2440  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1A2  
416-325-7000

The Legislative Information Systems Branch (LIS) is responsible for providing information technology systems and support to the Members, their staff and other service branches of the Assembly.

The Members' computer systems provide all Members' offices automation services and links them with their constituency offices, their caucus offices and the support branches of the Assembly.

Information Systems Services are supported by LIS through the following three sections:

User Education and Support offers a range of education and training options including classroom instruction, self-paced training and one-on-one instruction. It also provides direct user support.

Systems Planning and Development is responsible for coordinating the planning, development and implementation of technology based common systems for the Assembly.

Systems Administration manages the daily operation of the Member's System, providing standard office automation services across the Legislative precinct. This section ensures effective systems and network performance, provides hardware and software problem resolution and hardware maintenance services. The group is responsible for systems security, systems documentation and ensuring that systems are capable of responding to change and growth required for the users.

#### SUPPLY AND SERVICES BRANCH

Whitney Block, 2nd Flr., Rm. 2420  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1A2  
416-325-7222  
Fax 416-325-7236

Supply and Services Branch provides purchasing, central receiving and coordination of assets for the Legislative Assembly. The branch also coordinates all furniture, equipment and telephone requirements for constituency offices across Ontario.

#### GOVERNMENT CAUCUS OFFICE

Legislative Bldg., Rm. 200 N. Wing  
Queen's Park, Toronto M7A 1A5  
416-325-7877  
416-325-7116 NDP Caucus  
Fax 416-325-7111/7888

The **New Democratic Party (NDP)** is at present the party in power. Each Member of Provincial Parliament (MPP) belonging to the New Democratic Party is part of the Government Caucus. The **Caucus** deliberates policies and programs which will become part of **legislation** to be introduced in the Legislature. Specific committees are responsible for certain areas. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Each Caucus has a Caucus Chair whose responsibility is to conduct regular Caucus meetings. Each MPP has a constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly entry).



## **INFORMATION AND PRIVACY COMMISSIONER/ONTARIO**

80 Bloor St. W., Ste. 1700  
Toronto M5S 2V1  
416-326-3333  
1-800-387-0073 (Toll-free)

The Information and Privacy Commissioner oversees the **Freedom of Information and Protection of Privacy Act** and the **Municipal Freedom of Information and Protection of Privacy Act**. These Acts grant individuals the right of access to government-held records and the right to protection of personal information held by the government.

The Commissioner is responsible for ensuring that provincial government ministries and agencies as well as municipal government offices, local boards and commissions follow the provisions of the Acts.

The Commissioner reviews decisions made by government organizations where access to information has been denied; investigates complaints when a government organization has wrongfully collected, used, or released personal information.

The Commissioner reports directly to the Legislative Assembly.

## **LIBERAL PARTY CAUCUS OFFICE**

Legislative Bldg., Rm. 348  
Queen's Park, Toronto M7A 1A4  
416-325-7255

The **Liberal Party (LIB)** is currently the Official Opposition to the Ontario Government. Each Member of Provincial Parliament (MPP) belonging to the LIB takes part in the **LIB Caucus**. The Caucus has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all members informed on votes expected in the Legislature. Assistance is provided to Liberal Caucus Members by Liberal Research 325-7171, Liberal Communications 325-7273 and Liberal Administration 325-7200. The Caucus, Research and Communications offices respond to inquiries and requests for assistance from the public. The Office of the Leader of the Liberal Party can be contacted at 325-7155. Each MPP has a constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly).

## **OFFICE OF THE EXECUTIVE DIRECTOR ASSEMBLY SERVICES**

Whitney Block, Rm. 1603  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1A2  
416-325-3575

The Office of the Executive Director of Assembly Services is responsible for the overall direction and administration of Accommodation and Building Services. The service areas are Facilities Management, Renovation and Restoration, Food Services, Interparliamentary and Public Relations, Hair Dressing Services and Health Services.

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**FACILITIES MANAGEMENT BRANCH**

Whitney Block, Rm. 3540  
 99 Wellesley St. W.  
 Queen's Park, Toronto M7A 1A2  
 416-325-3585  
 Fax 416-325-3593

Facilities Management Branch provides **building** operations and maintenance for the main Legislative Building as well as accommodation design, alterations, repair, telephone services and general building services throughout the Legislative Precinct.

**FOOD SERVICES BRANCH**

Legislative Bldg., Rm. B29E  
 Queen's Park, Toronto M7A 1A2  
 416-325-7395

Food Services Branch operates the **Legislative Dining Room** which offers **Members of Provincial Parliament (MPPs)**, staff and visitors, facilities for luncheons and dinners, a cafeteria for occupants of the Legislative Precinct and visitors, and **Steward Services** for the Dining Room and the **Press Gallery Lounge**. Catering services are provided throughout the Legislative Precinct. There are 2 Tuck Shops (Whitney Block and Legislative Building) with a wide selection of products for staff and visitors.

**INTERPARLIAMENTARY AND PUBLIC RELATIONS BRANCH**

Legislative Bldg., Rm. 191  
 Queen's Park, Toronto M7A 1A2  
 416-325-7500  
 Fax 416-325-7489

Interparliamentary and Public Relations conducts individual and group **tours** of the **Legislative Building**. Legislative information officers explain the history of the building, discuss the workings of Ontario's parliamentary system and answer questions. Educational tours and information services are available in both French and English. Special topic tours of the Legislative Building can be booked upon request. During sessions, the branch processes applications for passes for the public galleries.

An **Information/General Enquiry** service for the visiting public is located at the main entrance to the Legislative Building. Staff provide general enquiry and tourist information on attractions in Toronto and Ontario. A Legislative **Gift Shop** is located in the main lobby of the Legislative Building and features Ontario products, crafts and unique gifts.

Interparliamentary and Public Relations Branch is responsible for the **Exhibits and Displays** located in the Legislative Buildings.

Located in the basement of the Main Legislative Building, a **Health Services** provides first-aid and emergency response to all Members, staff and visiting public. Additional services include health education and wellness promotion.

Interparliamentary and Public Relations Branch provides assistance to the Speaker and Members of Provincial Parliament travelling outside Queen's Park as delegates of the Legislative Assembly. Programs are prepared and implemented for special guests and parliamentary delegations visiting the Assembly from other jurisdictions. This office also coordinates and plans special event functions in the Legislative Building.

#### RENOVATION/RESTORATION PROGRAM

Whitney Block, Room 3610  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1A6  
416-325-3590  
Fax 416-314-5761

The Legislative Building Restoration Program is a long term program to repair, renovate, and restore this important heritage building. The program includes plans to comply with current life and fire safety and accessibility standards while at the same time meeting established principles for heritage conservation.

#### OFFICE OF THE EXECUTIVE DIRECTOR LEGISLATIVE LIBRARY

Legislative Bldg.  
Queen's Park, Toronto M7A 1A9  
416-325-3900

The **Legislative Library** provides reference and information services to **Members of Provincial Parliament (MPPs)** and staff, officers of the Legislative Assembly, caucus staff for the three parties, and members of the Legislative Press Gallery. A **research** service is offered exclusively for MPPs. The Library's collection includes extensive social science and legal materials; Canadian, provincial and United States government **publications**; and major daily and weekly Ontario newspapers. MPPs may obtain press clippings from selected **newspapers** through the **Press Clipping Service**.

The **Checklist and Catalogue Service** compiles a bilingual monthly checklist and annual catalogue of Ontario Government publications.

#### OMBUDSMAN

125 Queen's Park  
Toronto M5S 2C7  
416-586-3300  
416-586-3510/3512 (TDD)  
1-800-263-1830 (Toll-free)  
1-800-387-2620 (French) (Toll-free)  
Fax 416-586-3485

The Ombudsman investigates and resolves public **complaints** about decisions or actions made by an Ontario Government Ministry, Board, Agency, Tribunal or Commission. The services are free to the public. Reporting to the Legislature, the Ombudsman is independent of political ties or governmental influences. The office does not act as an advocate for the public nor as a defender of the government. The process employed is non-adversarial and

attempts to seek out mutually-satisfactory resolutions to problems. The Ombudsman administers the Ombudsman Act and presents an annual report to the Speaker of the Legislative Assembly.

308 Second St. S.  
**Kenora** P9N 1G4  
 807-468-2851  
 807-468-2972 (TDD)  
 Fax 807-468-2853

920 Commissioners Rd. E.  
**London** N5Z 3J1  
 519-668-0511  
 519-668-7182 (TDD)  
 Fax 519-668-7187

450 Main St. W., Unit 2  
**North Bay** P1B 2V2  
 705-476-5800  
 705-476-4156 (TDD)  
 Fax 705-497-9931

151 Slater St., Unit 308  
**Ottawa** K1P 5H3  
 613-239-1487  
 613-232-8569 (TDD)  
 Fax 613-239-1489

143 Great Northern Rd. #2  
**Sault Ste. Marie** P6B 4Y9  
 705-945-6914  
 Fax 705-945-6916  
 705-945-6884 (TDD)

66 Elm St., Ste. 108  
**Sudbury** P3C 1R8  
 705-688-3116  
 705-670-0328 (TDD)  
 Fax 705-688-3084

213 Red River Rd.  
**Thunder Bay** P7B 1A5  
 807-345-9235  
 807-346-9130 (TDD)  
 Fax 807-345-0378

85 Pine St. S., Ste. 108  
**Timmins** P4N 2C6  
 705-268-2161  
 705-268-2885 (TDD)  
 Fax 705-268-8377

224 Erie St. W., Main Flr.  
**Windsor** N9A 6B5  
 519-973-1314  
 519-973-1401 (TDD)  
 Fax 519-973-1317

## PROGRESSIVE CONSERVATIVE PARTY CAUCUS OFFICE

Legislative Bldg., Rm. 171  
 Queen's Park, Toronto M7A 1A8  
 416-325-7736

Each Member of Provincial Parliament (MPP) representing the **Progressive Conservative Party (PC)** belongs to the Progressive Conservative Party **Caucus**. The Caucus Office has a **Chief Whip** who looks after attendance in full Caucus, committee meetings and the Legislature, and keeps all Members informed on votes expected in the Legislature. Assistance is provided to PC Caucus Members by PC Research 325-7272, PC Communications 325 7272, and PC Administration 325-7272. The Caucus, Research, and Communications offices respond to inquiries and requests for assistance from the public. The Office of the Leader of the PC Party can be contacted at 325-7800. In addition, to his/her Queen's Park office, each Progressive Conservative MPP has a local constituency office to serve the needs of the people that he or she represents (see list under the Legislative Assembly entry).



## PROVINCIAL AUDITOR

Atrium on Bay  
Box 105  
20 Dundas St. W.  
Toronto M5G 2C2  
416-974-9866  
1-800-668-8516 (Toll-free)  
Fax 416-327-9862

The Provincial Auditor audits the accounts of the province and **agencies** of the **Crown** in accordance with the provisions of the **Audit Act** and various other statutes and authorities and reports annually to the Legislature on any significant matters arising from this **audit** activity. In addition, the Provincial Auditor expresses opinions on the financial statements of the province and of agencies of the Crown as to their fairness and consistency in accordance with stated accounting policies. The Annual Report of the Provincial Auditor may be obtained by personal shopping from Publications Ontario, 880 Bay St., Toronto, or through mail order at 326-5300.

## ACTS

### ACTS

The Office of the Legislative Assembly is responsible for the Acts listed below.

Election Act, 1984  
Election Finances Act, 1986  
Legislative Assembly Act  
Legislative Assembly Retirement Allowances Act  
Members' Conflict of Interest Act, 1988  
Ombudsman Act

## MINISTRY OF AGRICULTURE AND FOOD

**801 Bay St.  
Toronto M7A 2B2**

The Ministry of Agriculture and Food is one of the oldest ministries in the Ontario Government. Prior to the formation of the Ontario Department of Agriculture in 1888, agricultural administration in Upper Canada was handled by a Board of Agriculture, later named the Bureau of Agriculture. In 1965, the name was changed to the Department of Agriculture and Food and subsequently, Ministry, to reflect its responsive role in the entire food production system.

The mission of the Ministry of Agriculture and Food is to foster an economically viable, environmentally sustainable agriculture and food system where the participants cooperate to meet the needs of the people of Ontario and to compete in global markets.

The Ministry of Agriculture and Food is divided into major groups: Agricultural and Rural Division, Food Industry Division, Policy and Programs Division, Education, Research and Laboratories Division, Corporate Services Division. All are headed by Assistant Deputy Ministers and report to the Deputy Minister. Crop Insurance and Stabilization (AgriCorp) is headed by an executive director and reports to the Deputy Minister, and the Farm Products Marketing Commission is headed by a chairman, who reports to the Minister.

Agricultural and Rural Division has eight components: Farm Business Management and Western Region; Livestock Technology and Eastern Region; Crop Technology and Southern Region; Leadership and Organization Development and Central and Northern Region; Rural Development Secretariat; Land Use Planning; Farm Assistance Programs; Resources and Regulations.

Food Industry Division has five branches: Food Industry Competitiveness; Market Development; Food Standards; Meat Industry Inspection and Dairy, Fruit and Vegetable Industries Inspection.

Education, Research and Laboratories Division is responsible for two branches: Agricultural and Food Laboratory Services and Veterinary Laboratory Services. It is also responsible for five colleges of agricultural technology, one of which is French, the Horticultural Research Institute of Ontario, the Agricultural Research Institute of Ontario and research contract with the University of Guelph and the Ontario Agricultural Museum.

Policy and Programs Division has three branches: Policy Analysis, Policy and Program Co-ordination and Streamlining and Commodity Strategy Development.

Corporate Services Division is responsible for Human Resources, Audit Services, Management Systems and Relocation and Administrative Services. The Financial Planning Secretariat, Financial Operations, Freedom of Information and Privacy and French Language Services are also the responsibility of this division.

Crop Insurance and Stabilization (AgriCorp) is responsible for the Crop Insurance Commission of Ontario, Market Revenue Insurance and National Tripartite Stabilization Programs.

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Both the Communications Branch and the Employment Equity Office report to the Deputy Minister. Legal Services are provided by the Ministry of the Attorney General.

## DEPUTY MINISTER'S OFFICE

### COMMUNICATIONS BRANCH

801 Bay St., 12th Flr.  
Toronto M7A 2B2  
416-326-3020  
Fax 416-326-3043

The Communications Branch supports Ministry programs and policies by providing information in English and French to the media and the public through news releases, radio and television, educational videotapes, films, publications and exhibits.

The branch recommends communications policies for the Ministry; provides communications support to the Minister and Deputy Minister; and advises other branches on communications strategies.

### COMMUNICATIONS BRANCH INFORMATION CENTRE

801 Bay St., Main Flr.  
Toronto M7A 2B2  
416-326-3400  
Fax 416-326-3409

The Information Centre is a storefront operation for the Ministry of Agriculture and Food. It provides an information and referral service to the public in areas of general **agriculture, food** preparation and food safety. It distributes the Ministry's technical and corporate **publications**, as well as Foodland Ontario material.

The Centre is open Monday to Friday, 8:30am - 4:30pm; phone lines are open from 8:15 - 5:00pm. •

### EMPLOYMENT EQUITY

801 Bay St., 8th Flr.  
Toronto M7A 2B2  
416-326-3698

The Employment Equity Office co-ordinates and implements OPS programs within the ministry to promote equality in the workplace. The Office develops employment equity plans and reports on progress toward employment equity for aboriginal peoples, Francophones, persons with disabilities, racial minorities and women. Additional responsibilities include delivery of equity-related training and communications, maintenance of workforce profile data and administration of employment equity funds.

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**LEGAL BRANCH**

801 Bay St., 10th Flr.  
 Toronto M7A 2B2  
 416-326-3384

The Legal Branch provides general legal services to the Ministry, including interpretation of statutes and regulations, drafting legislation, preparation of orders-in-council, drafting of agreements and other legal documents and offering legal opinions on a wide variety of matters. The branch also conducts prosecutions, assists in the conduct of civil litigation, represents the Ministry before various tribunals and serves as counsel to a number of Ministry boards.

**AGRICULTURE AND RURAL DIVISION****CROP TECHNOLOGY**

Guelph Agriculture Centre  
 P. O. Box 1030  
 Guelph N1H 6N1  
 519-767-3173

Crop Technology manages issues, policy and the development of technology to support information and advisory services across the province for commercial crop producers. The management team focuses on field and horticulture crops; agroforestry; the safe, effective use of pesticides and the Integrated Pest Management Program. Technology development stresses market responsive, profitable crop production that respects good stewardship of farm land.

**FARM ASSISTANCE PROGRAMS BRANCH**

10 Alcorn Ave., Ste. 100  
 Toronto M4V 3B3  
 416-326-3492

The Farm Assistance Programs Branch is responsible for the administration of **farm** financial assistance programs, development of new programs and the review of existing programs. It provides **information** about financial policies and **financial assistance** programs in **agriculture**.

The branch administers the following programs: **Artificial Insemination of Livestock Act**; **Bear Damage to Livestock Compensation Program**; **Damage to Honey Bees by Bears**; **Grants in Lieu of Taxes**; **Grants to Local Poultry Associations**; **Hunter Damage Compensation Act**; **Livestock, Poultry and Honey Bee Protection Act**; **Ontario Farm Start Program**; **Ontario Junior Farmer Establishment Loan Corporation**; **Ontario Private Mortgage Guarantee Program**; **Professional Services Assistance Program**; **Pure Bred Beef Cattle Sales Assistance Policy**; **Pure Bred Dairy Cattle Sales Assistance Policy**; **Pure Bred Sheep Sales Assistance Policy**; **Rabies Indemnification Program**; **Sheep and Bull Indemnification Program**; **Special Livestock Shows Assistance Program 1979 (Commercial)**; **Swine Sales Assistance Policy**; **Transportation of Livestock Exhibits Assistance Program**.

The branch also administers, the **Ontario Farm Tax Rebate Program**.



For further information such as eligibility criteria, the application process and management of these programs, contact the local Ministry of Agriculture and Food field office (see list under Field Offices entry).

### FARM BUSINESS MANAGEMENT

Guelph Agriculture Centre  
Box 1030  
Guelph N1H 6N1  
519-767-3151

Farm Business Management is responsible for the development of farm business management, marketing and general extension programs. The centrally located managers work with producers, lenders, accountants, lawyers and other businesses that provide farm management or information technology to support and develop the management skills and business decision making of Ontario's farmers. The centrally located managers coordinate information delivery with field staff across the province.

The management team supports the field delivery of incentive and stabilization programs for farmers such as NISA and Ag Finance Initiatives. It also assist in policy development relating to farm business management issues. The general extension manager will provide leadership in extension methodology and technology.

### FIELD SERVICES DELIVERY

Field staff located in 52 offices work in a regional - technology matrix system. Budget and human resource management accountability are handled by sixteen Managers of Field Services in four provincial regions. The Directors of Livestock Technology, Crop Technology, Farm Business Management and Leadership and Organization Development coordinate the delivery of services between centrally located, discipline-focused managers and field staff across the province.

Agriculture and Food factsheets and publications, which supply basic information on a wide variety of topics, are available in field offices. **Radio and television broadcasts** offer information and educational programs in individual counties and districts. Field offices are listed below with telephone numbers for local calls, Zenith calls and Inwatts service.

Glengarry Field Office  
Box 579, Main St. E.  
**Alexandria** K0C 1A0  
613-525-1046  
1-800-267-1722 (Toll-free)

Simcoe (South) Field Office  
Box 370, 509 Victoria St. E.  
**Alliston** L0M 1A0  
705-435-5521  
Zenith 43340 (Toll-free)

Wentworth Field Office  
R. R. 1, 617 Hwy. 53 E.  
**Ancaster** L9G 3K9  
905-527-2995  
1-800-263-8520 (Toll-free)

Stormont Field Office  
Box 97, Centennial Dr.  
**Avonmore** K0C 1C0  
613-346-2143  
1-800-267-1726 (Toll-free)

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Brant Field Office  
515 Park Rd. N., Unit 7  
**Brantford** N3R 7K8  
519-759-4190  
Zenith 19750 (Toll-free)

Northumberland Field Office  
Box 8200, 95 Dundas St.  
**Brighton** K0K 1H0  
613-475-1630  
Zenith 34920 (Toll-free)

Leeds Field Office  
Box 635  
333 California Ave., Unit 15  
**Brockville** K6V 5V8  
613-342-2124  
Zenith 46320 (Toll-free)

Haldimand Field Office  
Box 129, 61 Talbot St. E.  
**Cayuga** N0A 1E0  
905-772-3381  
Zenith 46710 (Toll-free)

Kent Field Office  
Box 726  
435 Grand Ave. W.  
**Chatham** N7M 5L1  
519-354-2150  
1-800-265-9477 (Toll-free)

Huron Field Office  
Box 159, 100 Don St.  
**Clinton** N0M 1L0  
519-482-3428  
1-800-265-5170/1 (Toll-free)

Kenora Field Office  
Ontario Govt. Bldg.  
Box 3000, 479 Government St.  
**Dryden** P8N 3B3  
807-223-2415  
1-800-465-7213 (Toll-free)

Simcoe (North) Field Office  
Box 340, 144 Yonge St. S.  
**Elmvale** L0L 1P0  
705-322-2231  
1-800-461-9626 (Toll-free)

Russell Field Office  
735 Rue Notre Dame  
**Embrun** K0A 1W1  
613-443-3391  
1-800-267-7606 (Toll-free)

Rainy River Field Office  
Box 210, Front St.  
**Emo** P0W 1E0  
807-482-2310  
1-800-465-2917 (Toll-free)

Essex Field Office  
46 Fox St.  
**Essex** N8M 2S2  
519-776-7361  
1-800-265-5836 (Toll-free)

Niagara (Fenwick) Field Office  
726 Canboro Rd.  
**Fenwick** L0S 1C0  
905-892-4741  
1-800-263-1031 (Toll-free)

Wellington Field Office  
R. R. 1  
**Fergus** N1M 2W3  
519-846-0941  
1-800-265-8332 (Toll-free)

Halton/Peel Field Office  
332 Guelph St.  
**Georgetown** L7G 4B5  
905-873-9930  
1-800-361-6989 (Toll-free)

Manitoulin Field Office  
Box 328  
**Gore Bay** P0P 1H0  
705-282-2043  
Zenith 64720 (Toll-free)

Muskoka & Parry Sound Field Office  
Box 130, 8 Centre St. N.  
**Huntsville** P0A 1K0  
705-789-8886  
1-800-461-9676 (Toll-free)

Cochrane (North) Field Office  
Experimental Farm  
**Kapuskasing** P5N 2X9  
705-335-5828  
Zenith 43340 (Toll-free)

Grenville Field Office  
Box 2004, Ont. Gov't. Bldg.  
**Kemptville** K0G 1J0  
613-258-8295  
1-800-267-7953 (Toll-free)

Frontenac Field Office  
Box 651, 1055 Princess St.  
**Kingston** K7L 4X1  
613-545-4360  
Zenith 35050 (Toll-free)

Victoria Field Office  
322 Kent St. W.  
**Lindsay** K9V 2Z9  
705-324-6125  
1-800-461-0329 (Toll-free)

Middlesex Field Office  
50 King St.  
**London** N6A 2P2  
519-434-6811  
1-800-265-4750 (Toll-free)

Grey Field Office  
181 Toronto St. S.  
**Markdale** N0C 1H0  
519-986-2040  
1-800-265-9152/3 (Toll-free)

Cochrane (South) Field Office  
Box 608, 4th Ave.  
**Matheson** P0K 1N0  
705-273-2509  
Zenith 34920 (Toll-free)

Lennox & Addington Field Office  
41 Dundas St. W.  
**Napanee** K7R 1Z5  
613-354-3371  
Zenith 18210 (Toll-free)

Carleton Field Office  
26 Thorncliff Pl.  
**Nepean** K2H 6L2  
613-828-9167  
Zenith 13510 (Toll-free)

Timiskaming Field Office  
Box "G", Hwy. 11B N.  
**New Liskeard** P0J 1P0  
705-647-6701  
1-800-461-8750 (Toll-free)

York Field Office  
1110 Stellar Dr., Unit 102  
**Newmarket** L3Y 7B7  
905-895-4519  
1-800-263-3241 (Toll-free)

Nipissing Field Office  
1500 Fisher St., Ste. 201  
Northgate Sq.  
**North Bay** P1B 2H3  
705-474-3050  
1-800-461-6132 (Toll-free)

Dufferin Field Office  
R. R. 4, Mono Plaza, Hwy. 10 N.  
**Orangeville** L9W 2Z1  
519-941-3830  
Zenith 98750 (Toll-free)

Lanark Field Office  
10 Sunset Blvd.  
**Perth** K7H 2Y2  
613-267-1063  
Zenith 33440 (Toll-free)

Peterborough Field Office  
55 George St. N.  
**Peterborough** K9J 3G2  
705-745-2403  
Zenith 16310 (Toll-free)

Lambton Field Office  
Box 730, 360 Hwy. 21  
**Petrolia** N0N 1R0  
519-882-0180  
1-800-265-1441 (Toll-free)

Prince Edward Field Office  
Box 470, Hwy. 33 W.  
**Picton K0K 2T0**  
613-476-3224  
Zenith 98750 (Toll-free)

Prescott Field Office  
Box 110, Hwy. 17 E.  
**Plantagenet K0B 1L0**  
613-673-5115  
1-800-465-9974 (Toll-free)

Durham/Port Perry Field Office  
60 Vanedward Dr.  
**Port Perry L9L 1G3**  
905-985-2003  
1-800-263-8023 (Toll-free)

Renfrew Field Office  
315 Raglan St. S.  
**Renfrew K7V 1R6**  
613-432-4841  
1-800-267-8816 (Toll-free)

Algoma Field Office  
341 Trunk Rd.  
**Sault Ste. Marie P6A 3S9**  
705-253-1161  
1-800-461-2234 (Toll-free)

Norfolk Field Office  
Box 587, Blue Line Rd.  
**Simcoe N3Y 4N5**  
519-426-7120  
Zenith 38300 (Toll-free)

Elgin Field Office  
Box 2027  
R. R. 5  
**St. Thomas N5P 3X1**  
519-631-4700  
1-800-265-4377/8 (Toll-free)

Hastings Field Office  
Box 340, 234 North St.  
**Stirling K0K 3E0**  
613-395-3393  
1-800-267-2818 (Toll-free)

Perth Field Office  
413 Hibernia St.  
**Stratford N5A 5W2**  
519-271-0280  
1-800-265-8502 (Toll-free)

Sudbury Field Office  
1899 LaSalle Blvd.  
**Sudbury P3A 2A3**  
705-566-1630  
1-800-461-7176 (Toll-free)

Thunder Bay Field Office  
Ont. Govt. Bldg.  
435 James St. S.  
**Thunder Bay P7E 6E3**  
807-475-1631  
1-800-465-5026 (Toll-free)

Niagara (Vineland) Field Office  
Victoria Ave. N.  
**Vineland Station L0R 2E0**  
905-562-4147  
1-800-263-2481 (Toll-free)

Bruce Field Office  
220 Trillium Court  
R. R. 3  
**Walkerton N0G 2V0**  
519-881-3301  
1-800-265-3023/4 (Toll-free)

Waterloo Field Office  
279 Weber St. N.  
**Waterloo N2J 3H8**  
519-884-5390  
Zenith 46320 (Toll-free)

Dundas Field Office  
Box 488, 457 Main St.  
**Winchester K0C 2K0**  
613-774-2313  
1-800-267-7603 (Toll-free)

Oxford Field Office  
Box 666, Hwy. 59 N.  
**Woodstock N4S 7Z5**  
519-537-6621  
1-800-265-7896 (Toll-free)



**LAND USE PLANNING BRANCH**

801 Bay St., 8th Flr.  
Toronto M7A 2B2  
416-326-3131

The Land Use Planning Branch ensures that appropriate government policies are developed and implemented to protect Ontario's prime agricultural areas from competing or incompatible land uses. The branch reviews **land use planning** and development proposals for conformity with the province's **agricultural** land use planning policies. Under the provisions of the **Farm Practices Protection Act**, the branch assists the Farm Practices Protection Board in hearing complaints about odour, noise or dust arising from **farm** operations. The branch administers the **Non-resident Agricultural Land Interests Registration Act**, which requires non-residents of Canada to register agricultural land interests of more than 25 acres. Land use specialists are located in the Ministry's field offices in Ancaster, Elmvale, Fergus, Kemptville, Lindsay, Napanee, Newmarket, St. Thomas, and Walkerton. Addresses are included in the list of county and district offices found in the Field Offices entry.

**LEADERSHIP AND ORGANIZATION DEVELOPMENT**

Guelph Agriculture Centre  
P. O. Box 1030  
Guelph N1H 6N1  
519-767-3523

Leadership and Organization Development coordinates OMAF's role in the 4-H, Master Gardener and Community Food Advisor volunteer programs and coordinates Ministry efforts to strengthen agricultural and rural organizations by helping them to identify issues, set priorities and shape responses through a process of facilitation and consultation. The management team administers the Agricultural and Horticultural Organizations Act and arranges partnership agreements with provincial rural organizations. In addition, staff support the goals of rural community development and encourage individuals and organizations to promote an appreciation of the agri-food industry and rural Ontario.

**LIVESTOCK TECHNOLOGY**

Guelph Agriculture Centre  
P. O. Box 1030  
Guelph N1H 6N1  
519-767-3118

Livestock Technology has the responsibility for the development of technology and dealing with policy and issues relating to livestock management. The technology-focused managers coordinate the delivery of animal and poultry extension programs across Ontario. Working cooperatively with field services staff, the group promotes high quality livestock production through the application of genetic, nutrition and animal health improvement technology programs. Working with farmers, input suppliers and processing businesses, the technology managers respond to issues and changing markets to support vibrant and profitable livestock farms in Ontario.

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**RESOURCES AND REGULATIONS BRANCH**

Guelph Agriculture Centre  
 P. O. Box 1030  
 Guelph N1H 6N1  
 519-767-3561

The Resources and Regulations Branch provides supporting expertise to the ministry, other agencies, farm organizations and farmers in the areas of engineering, drainage, soil and water management and matters related to environment, sludge and waste utilization, raw milk quality, grain financial protection, apiculture, animal care, weeds and plant health.

The branch staff administers and supports regulations provided for under legislation and assists in policy development of the respective legislation. The following is a list of the Acts administered by the branch: **Abandoned Orchards, Agricultural Tile Drainage Installation, Animals for Research, Artificial Insemination of Livestock, Bees Act, Bull Owners Liability, Drainage, Farm Implements, Farm Practices Protection, Farm Products Grades and Sales Regulation 383, Fur Farms, Grain Elevators Storage, Livestock Branding, Livestock Medicines, Milk Act Regulation 761, Milk and Milk Products, Plant Diseases, Pounds Provincial Auctioneers, Riding Horse Establishment, Seed Potatoes, Tile Drainage, Topsoil Preservation, Weed Control.**

**RURAL DEVELOPMENT SECRETARIAT**

10 Alcorn Ave.  
 Toronto M4V 3B3  
 416-326-3492

The secretariat manages and acts as an inter-ministerial liaison for the Ministry's rural community development initiatives, including participation in the government-wide jobsOntario Community Action program. Area Contact Team (ACT) leaders in field offices provide province-wide service to rural communities.

By working with other branches in the Ministry and other government agencies, the Rural Business Development Unit (formerly Innovation Agriculture) encourages continued diversification, innovation and entrepreneurship in Ontario's agriculture and food industry and rural communities.

**CORPORATE SERVICES DIVISION****AUDIT SERVICES BRANCH**

801 Bay St., 6th Flr.  
 Toronto M7A 2B2  
 416-326-3776

The Audit Services Branch provides management with assurance and consultative advice to support the responsible use of Ministry resources. This is achieved by conducting financial, compliance, management and information systems audits on Ministry programs, branches and its agencies, boards and commissions.

The branch provides consultation and advice to managers on the appropriateness and auditability of controls on information systems and programs under development.

Special reviews and investigations are also conducted.

**FINANCIAL OPERATIONS**

801 Bay-St., 2nd Flr.  
Toronto M7A 2B2  
416-326-3185

The Financial Operations unit comprises of four sections: Financial Processing (including Accounts Payable, General Accounting, and the Guelph Financial Unit); Financial Systems; Financial Reconciliation; and Purchasing Services.

The responsibilities of the unit include coordinating and providing timely and accurate payments to all Ministry vendors, transfer payment recipients and employees, maintaining proper controls, receipts and reconciliations with Management Board Secretariat and Finance, and delivering purchasing services to Ministry programs and providing direction, training and consultation to client branches.

**FINANCIAL PLANNING SECRETARIAT**

801 Bay St., 2nd & 3rd Flrs.  
Toronto M7A 2B2  
416-326-3183

The Financial Planning Secretariat offers financial and management support at the corporate level, i.e., estimates preparation, preparation and management of budget requests, as well as the coordination of the results management process and financial management and accountability processes. The secretariat also functions as a liaison with Management Board of Cabinet and other ministries on financial and administrative matters.

The Financial Information and Control section of the secretariat is responsible for the preparation of monthly and ad hoc financial reports, analysis of expenditures, monitoring of budgets, preparation of in-year budget adjustments and control of Ministry appropriations.

**FREEDOM INFORMATION AND PRIVACY UNIT**

801 Bay St., 3rd Flr.  
Toronto M7A 2B2  
416-326-3137

The Freedom of Information and Privacy Unit is responsible for the administration of the **Freedom of Information** and Protection of Privacy Act for the ministry and its agencies. The unit coordinates all access requests for general or personal information and provides advice on privacy related matters.

**FRENCH LANGUAGE SERVICES**

801 Bay St., 6th Flr.  
Toronto M7A 2B2  
416-326-3371

The French Language Services Coordinator provides guidance and assistance to all levels of management relating to the planning, effective delivery and monitoring of programs, activities and services in French, within the Ministry's guidelines.

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The Coordinator acts as the Deputy Minister's advisor on the provision of French language services, keeping informed of the needs and concerns of the Franco-Ontarian community, communicating the information to the Deputy Minister and the Ministry and making constructive recommendations.

#### HUMAN RESOURCES BRANCH

801 Bay St., 8th Flr.

Toronto M7A 2B2

416-326-3715

416-326-3405 (TDD)

Fax 416-326-3128

The Human Resources Branch is responsible for the establishment of Ministry human resources policies and procedures, management information, appropriate classification and compensation levels for all employees, staff recruitment, benefits counselling, staff training and development, occupational health and safety, human resources planning, staff relations, personnel, payroll and employee benefit records and all matters affecting working conditions and performance. The branch works mainly in an advisory capacity with senior management and all line managers whose primary task is human resources matters within the units. It also serves as a liaison with the Management Board Secretariat and Ontario Public Service Employees Union (OPSEU).

#### INVESTIGATION UNIT

259 Grange Rd.

P. O. Box 1030

Guelph N1H 6N1

519-837-5068

Fax 519-767-1816

The Investigation Unit provides a comprehensive investigation service to the Ministry and its clients to ensure effective investigation and enforcement activity province-wide.

#### MANAGEMENT SYSTEMS BRANCH

801 Bay St., 7th Flr.

Toronto M7A 2B2

416-326-3600

The Management Systems Branch provides a wide range of information technology services to all programs in the Ministry of Agriculture and Food. This involves the development and maintenance of new systems and computer applications.

In addition, management systems branch provides analysis, design and implementation services for word processing and office automation, and coordinates on the acquisition, enhancement and implementation of telecommunications systems.



**RELOCATION AND ADMINISTRATIVE SERVICES BRANCH**

801 Bay St., 3rd & 6th Flrs.  
Toronto M7A 2B2  
416-326-6575  
Fax 416-326-6577

The Relocation and Administrative Services Branch provides administrative, relocation and library services to the Ministry.

Administrative Services include records retention scheduling, file classification systems, forms management and central registry facilities; mail distribution services; centralized stationery and supply services; a publications warehouse for over 900 publications, posters, corporate brochures and Foodland Ontario promotional materials; high volume copying to head office, Guelph offices and outlying offices; office accommodation, space management, special equipment installations, and office equipment moves; fleet of vehicles, Bell Canada credit cards, Ontario Communications Network booklets and employees' IDs.

Library Services provides manual and automated information services. The **library** provides access to Ministry publications, statutes, and regulations. It also includes the designated Freedom of Information **reading room**.

Relocation Services oversees relocation of the Ministry's Toronto head office functions and employees to Guelph, the consolidation of existing facilities in Guelph, and the construction of an office complex. The branch is also responsible for the distribution of project related information to Ministry staff, the general public and Ministry clients.

**CROP INSURANCE AND STABILIZATION DIVISION****CROP INSURANCE COMMISSION OF ONTARIO**

801 Bay St., 5th Flr.  
Toronto M7A 1B7  
416-326-3276

The Crop Insurance Commission of Ontario makes available to Ontario farmers **insurance** plans to protect over 50 commercially grown **crops** against natural hazards. The Commission administers the Crop Insurance Act.

Generally, losses are determined in relation to a normal yield, with a deductible in effect. Eligible losses are replaced at market prices.

The plans are based on premiums. Producers pay half the premium cost and the federal and provincial governments share equally the other 50%. Premiums are set so each plan will be actuarially sound. Each government shares half of the administrative costs.

**MARKET REVENUE INSURANCE**

801 Bay St., 5th Flr.  
Toronto M7A 1B7  
416-326-3276

Market Revenue Insurance plans are available to grain and oilseed producers to assist them during periods of low prices. These plans were introduced for the 1991 **crop** year. For 1993, plans are available for producers of schedule A commodities which include corn,

soybeans, winter and spring wheat, spring grain, canola, white beans and all coloured beans. Plans are also available for Schedule B commodities which include faba beans, field peas, flax, sunflowers and triticale. The Schedule A plans are commodity specific, while Schedule B uses a proxy price and or yield to determine commodity premiums and payouts. An estimated 80% to 85% of eligible acreage in Ontario is covered by the plans.

The plans are designed to provide each insured with a guaranteed revenue per acre. For each commodity covered, the level of price support in a given year is equal to 80% of the 15 year moving average market price in a base period, indexed for changes in costs. Programs are cost shared by producers, the province and the federal government. Premiums are set so that over time total premiums collected will equal total pay-outs to the industry.

Market Revenue **Insurance** plans are administered by the Crop Insurance and Stabilization Division. General policy for all covered grains and oilseeds is set by the National GRIP Committee which is comprised of producers and provincial and federal officials.

### NATIONAL TRIPARTITE PRICE STABILIZATION PROGRAMS

801 Bay St., 5th Flr.

Toronto M7A 1B7

416-326-3276

National Tripartite Price Stabilization Programs (NTSP) are available to red **meat** producers (beef, hogs, and lambs); and producers of apples, coloured beans, honey and onions, to provide assistance during periods of low prices.

All plans are **commodity** specific and based on a price support and deficiency payment (support price minus market price). The deficiency payment in a given period is made on the insured's marketed output during that period.

Price supports are based on either a guaranteed margin (industry unit cash costs in the current period plus a historic margin), or a moving average price indexed for changes in costs. Programs are funded using premiums. **Insurance** premiums are cost shared equally by producers, provinces, and the federal government. Premiums are set so that the plans are actuarially sound.

NTSP is administered by the Crop Insurance and Stabilization Division. General policy is set by a NTSP Committee which is comprised of producers and provincial and federal officials. Generally, each commodity has a separate committee.

## EDUCATION, RESEARCH AND LABORATORIES DIVISION

### AGRICULTURAL AND FOOD LABORATORY SERVICES BRANCH

95 Stone Rd. W.

P. O. Box 3650

Guelph N1H 8J7

519-823-1268

Fax 519-767-6240

The Agricultural and Food Laboratory Services Branch administers the following laboratory functions.

The **Central Milk Testing Laboratory** (519-767-6267, Fax 519-767-6279) analyzes all raw milk samples, and reports results to the **Ontario Milk Marketing Board** which determines payment to producers.

The **Food Quality and Safety Laboratory** (519-767-6222) provides food microbiology, food chemistry and organoleptic analysis on a wide variety of food samples submitted through the ministry inspection branches.

The **Pesticide Residue and Trace Contaminants Laboratory** (519-767-6206) provides chemical analytical service for the detection and measurement of residues of **pesticides** (i.e. **insecticides, herbicides, fungicides acaricides, nematocides**), industrial **pollutants** and heavy **metals** in **foods, plants animals, fish, wildlife, soils, water** and human tissues.

The **Pest Diagnostic Clinic** (519-767-6258) provides a service for the identification of insects, plant diseases and weeds upon receipt of carefully packed samples.

The **Nutrient Analysis Laboratory** (Ridgetown College of Agriculture Technology, Ridgetown NOP 2W1, 519-674-5456) is a reference laboratory and operates the accreditation program for private laboratories analyzing farm and home soils, greenhouse media and animal feeds for nutrients.

The **Safety Response Unit** (519-767-6245, 519-763-6779 (763-OSRT) Emergencies, Fax 519-767-6300) coordinates the Ministry's emergency response for food quality and safety issues on a 24 hour basis. The office also deals with other agriculturally related issues after regular office hours.

## COLLEGES OF AGRICULTURAL TECHNOLOGY

The colleges and the **University of Guelph** offer training and **education** diplomas in **livestock** technology, dairy technology, field crops production, fruit and vegetable production, agricultural business management, equine technology, agricultural machinery technology, agribusiness management, ornamental horticulture, **food** service management and veterinary technology. Centralia College will be closing in May 1994 and its veterinary technology diploma program will be transferred to Ridgetown College. New Liskeard College will also close May 1994 and its equine technology diploma program will be transferred to Kemptville College. Home study (correspondence) courses, leading to a diploma in agriculture or horticulture are also offered by the University of Guelph. Training courses for **dairy** manufacturers, **farm** equipment mechanics and dairy and swine herdworkers are also provided by the colleges. They conduct **agricultural research** for the Ministry, including studies on livestock, **poultry**, field crops, **horticultural** crops, **maple syrup, soils**, food and **nutrition**, economics and marketing. For policy matters, please contact this Ministry's Education, Research and Laboratories Division, Guelph N1H 6N1, 519-767-6289.

Collège de Technologie  
Agricole et Alimentaire d'Alfred  
Box 580  
Alfred K0B 1A0  
613-679-2218

Independent Study  
University of Guelph  
Guelph N1G 2W1  
519-824-4120 Ext. 3375

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Ontario Agricultural College  
University of Guelph  
**Guelph** N1G 2W1  
519-824-4120 Ext. 3010

Centralia College of Agricultural  
Technology  
**Huron Park** N0M 1Y0  
519-228-6691

Kemptville College of Agricultural  
Technology  
**Kemptville** K0G 1J0  
613-258-8336

New Liskeard College of Agricultural  
Technology  
**New Liskeard** P0J 1P0  
705-647-6738

Ridgetown College of Agricultural  
Technology  
**Ridgetown** N0P 2C0  
519-674-5456

**HORTICULTURAL RESEARCH INSTITUTE OF ONTARIO**  
Vineland Station L0R 2E0  
905-562-4141

The Institute conducts **horticultural research**, including studies on **soils** and **crops**; to improve production efficiency, develop new varieties, and develop new storage and food-preservation procedures. Studies are done on tree **fruit**, table and **wine** grapes, field-grown **vegetables**, **mushrooms**, greenhouse vegetable and flower crops, and ornamental plants. The Institute provides propagating material (cuttings, budwood, etc.) to growers and **nurseries**. The Institute serves **farmers**, ornamental-plant growers, food and beverage processors. Research is conducted at these locations:

Muck Research Station  
R. R. 1  
**Kettleby** L0G 1J0  
905-775-3783

Horticultural Experiment Station  
Box 587  
**Simcoe** N3Y 4N5  
519-426-7120

Horticultural Experiment Station &  
Horticultural Products Laboratory  
Box 7000  
**Vineland Station** L0R 2E0  
905-562-4141

**ONTARIO AGRICULTURAL MUSEUM**  
144 Town Line  
P. O. Box 38  
Milton L9T 2Y3  
905-878-8151  
Fax 905-876-4530

The Ontario Agricultural Museum, which is operated by the provincial government, houses and displays tools, implements, animals and artifacts associated with the evolution of **agriculture** in Ontario. The eleven members of the Museum's Advisory Board provide advice on planning activities, policy, artifact collection and marketing.



Open to the general public from June to September, the **Museum** features numerous special events and maintains an extensive **library** and **research** facility. School **tours** can be arranged between early April and early November.

#### VETERINARY LABORATORY SERVICES BRANCH

Bldg. 43, McGilvray St.  
P. O. Box 3612  
Guelph N1H 6R8  
519-824-4120 Ext. 6903  
Fax 519-821-8072

The Veterinary Laboratory Services Branch operates six **laboratories** that offer diagnostic, investigative, consultative and extension services to the **livestock** industry and **veterinary** practitioners. Carcasses and specimens from **animals** and **poultry** are submitted by veterinarians and farmers and tests are made to determine the cause of **disease**. The branch administers the **Ontario Hatchery Supply Flock Policy**, which involves monitoring procedures to control disease of poultry. The laboratories are listed below:

95 Dundas St.  
**Brighton K0K 1H0**  
613-475-1632

Box 3612  
**Guelph N1H 6R8**  
519-823-8800 Ext. 4502

Nova Scotia Ave.  
**Huron Park N0M 1Y0**  
519-228-6691

**KCAT**  
**Kemptville K0G 1J0**  
613-258-8320

Box 790  
**New Liskeard P0J 1P0**  
705-647-6719

100 Main St. E.  
**Ridgetown N0P 2C0**  
519-674-5456 Ext. 56

#### FOOD INDUSTRY DIVISION

##### DAIRY, FRUIT AND VEGETABLE INDUSTRIES INSPECTION BRANCH

259 Grange Rd.  
P. O. Box 1030  
Guelph N1H 6N1  
519-837-5045  
Fax 519-767-0336

The Dairy, Fruit and Vegetable Industries Inspection Branch regulates the inspection and grading of twenty-five fruits and vegetables, in addition to flue-cured and burley **tobacco**, **honey**, **maple syrup**, **christmas trees** and tomato seedlings. The branch offers technical advice to growers and producers; informs the public about marketing and sales standards of fruit, vegetables, honey and maple products; and provides market reports on seasonal **crops**.

Additional responsibilities include: **licensing** operators of controlled atmosphere **storages**, packers of apples from such storages, dealers in **fruit** and **vegetables**. The branch also undertakes programs to ensure that **milk** marketed in Ontario is produced under acceptable sanitary conditions and meets health, safety and quality standards. Responsibilities include: licensing, training and inspecting milk and cream graders and testers, licensing, regulating, and inspecting plants manufacturing milk products, **margarine** and edible **oils**. Milk

utilization audits are conducted on a regular basis. The branch also monitors consumer packages for composition and fill control. For more information, contact this branch or the Ministry's field offices (see Field Services Delivery entry).

#### FOOD INDUSTRY COMPETITIVENESS BRANCH

801 Bay St., 12th Flr.  
Toronto M7A 2B2  
416-326-3047

The Food Industry Competitiveness Branch consists of two units. The Competitiveness Unit acts in an advocacy role within government for the interests of the **food** industry, including food processors, grocery retailers and food service businesses. To assist the food industry in managing change, the unit consults with clients on the impact of public policy initiatives and provides information to the private sector on business practices which enhance industry competitiveness. The Business Development Unit acts as a focal point within the Ontario government for the attraction of new investment and retention of existing investment in the food industry. This effort includes working with specific firms to facilitate strategic alliances, joint ventures, and adoption of innovative technologies; administration of a financial assistance program targeted at enhancing international competitiveness; and advisory support for alternative business and organizational structures such as grower-owned co-operatives.

#### FOOD STANDARDS BRANCH

259 Grange Rd.  
P. O. Box 103  
Guelph N1H 6N1  
519-837-5013

Food Standards Branch is mandated to lead in development through consultation with other ministries, governments and major stakeholders new approaches to food safety and quality for the Province of Ontario.

#### MARKET DEVELOPMENT BRANCH

33 Yonge St., Ste. 800  
Toronto M5E 1X2  
416-861-2400

Domestic Section and Export Section programs are designed to develop and expand domestic and **international** markets for Ontario-produced fresh or processed **agricultural** and **food** products.

International market development is accomplished via **export** missions, promotion programs and incoming trade delegations. Grant programs include Export-Sales Aid and Expanded Development and Growth for Exports (EDGE), which are **financial assistance** programs available for new and mature exporters of Ontario's agriculture and food products.

The Domestic Section manages "**Foodland Ontario**", an advertising and promotion program for domestic market development. The program includes public relations, retail merchandising, food service, market research and trade liaison. A shared cost grant program makes financial incentives available to the **industry** for domestic marketing activities.

**MEAT INDUSTRY INSPECTION BRANCH**

259 Grange Rd.  
P. O. Box 1030  
Guelph N1H 6N1  
519-837-5029  
Fax 519-767-0305

The Meat Industry Inspection Branch administers the following acts: the **Meat Inspection Act** (licensing and inspection of red meat and poultry slaughtering plants); the **Live Stock Community Sales Act** (licensing and inspection of live stock community sales); the **Live Stock and Live Stock Products Act** (licensing live stock dealers under the Beef Cattle Financial Protection Program and administering the regulations pertaining to eggs); the **Farm Products Payments Act**; the **Beef Cattle Marketing Act** (providing for the licence fee for the **Ontario Cattlemen's Association**, regulating the marketing of rail weight beef carcasses); the **Farm Products Grades and Sales Act** (related to the grades of beef, veal, lamb, mutton and poultry); the **Dead Animal Disposal Act** (to ensure proper disposal of deadstock). The branch evaluates financial responsibility of the licensed applicants for the Beef Cattle Financial Protection Programs. The branch also provides services to the **Beef and Grain Financial Protection Boards** in collection of fees and paying claims.

**POLICY AND PROGRAMS DIVISION****POLICY ANALYSIS BRANCH**

801 Bay St., 4th Flr.  
Toronto M7A 1B6  
416-326-3210

The Policy Analysis Branch serves the Ministry, government committees and the agriculture and food industry (marketing boards, administrative bodies, food processors, suppliers, farmers and the public) by assembling and interpreting **agricultural economic** information. The branch coordinates and analyzes long-term agriculture and **food** policy developments. **Research** into **farm** costs and business management, marketing methods and agriculture and food policy and trade is also conducted by the branch.

It gathers and publishes a wide range of agriculture and food **statistics**, and monitors economic developments in the industries supplying input to agriculture, processing farm commodities and taking commodities to consumers.

The branch also provides daily farm market **broadcasts** for the media and producers at Ridgetown College (519-674-0714).

From offices in Ridgetown and Vineland Station (see Field Offices entry), field staff carry on economic research projects and provide consulting services to farm organizations, individual farmers and processing industries.

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**POLICY AND PROGRAM COORDINATION BRANCH**

801 Bay St., 4th Flr.  
 Toronto M7A 1B6  
 416-326-3210

The Policy and Program Coordination Branch expedites the legislative and policy process of the Ministry. It focuses on policy and program development, gives guidance and policy coordination to the Ministry and government.

Research, analysis and service delivery in agriculture and food trade policy, intergovernmental relations and strategic planning are also key responsibilities.

**STREAMLINING AND COMMODITY STRATEGY DEVELOPMENT**

801 Bay St.  
 Toronto M7A 2B2  
 416-326-3210

This new branch will co-ordinate the streamlining of activities and co-ordinate commodity linkages among divisions of the ministry.

**AGENCIES**

For some background information on ministerial agencies, boards and commissions, see entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Agriculture and Food are listed below. Contact the Policy and Programs Division, 416-326-3210, for unlisted agencies.

**AGRICULTURAL RESEARCH INSTITUTE OF ONTARIO**

801 Bay St., 6th Flr.  
 Toronto M7A 2B2  
 416-326-3396

The Agricultural Research Institute of Ontario (ARIO) stimulates **agricultural research** to increase efficiency in food production, processing and marketing. The Institute also responds to inquiries about research programs in agriculture, **veterinary** medicine and **food** science and serves as an advisory body on research to the Ministry of Agriculture and Food.

Half of the ARIO staff reports to the Assistant Deputy Minister of Education, Research and Laboratory Services Division. The appointed staff reports to the Minister as agencies, boards and commissions appointees.

**FARM PRODUCTS APPEAL TRIBUNAL**

130 Macdonell St., Ste. 303A  
 Guelph N1H 2Z6  
 519-763-3430  
 Fax 519-763-0351

The Farm Products Appeal Tribunal came into operation Feb. 1, 1979. Constituted under section 11 of the **Ministry of Agriculture and Food Act**, it provides an independent, accessible avenue of appeal in matters relating to the **Farm Products Marketing Act** and the **Milk Act**. The Tribunal also serves as a licence review board under the **Milk Act**, the



Farm Products Marketing Act, the **Edible Oil Products Act** and the **Oleomargarine Act**. It has the additional authority to review the conduct of commodity board members under the **Commodity Board Members Act**.

Under farm products marketing legislation, extensive regulatory powers are conferred on local producer marketing boards by the Farm Products Marketing Commission of Ontario. The Tribunal was established to make an impartial appeal mechanism available to any person who feels that a decision, direction, policy or order of the Commission, a producer marketing board, or a director under the Farm Products Marketing Act, or the Milk Act is unfair. Regulations made by producer marketing boards under the Farm Products Marketing Act or the Milk Act may also be appealed.

#### FARM PRODUCTS MARKETING COMMISSION

33 Yonge St., Ste. 800

Toronto M5E 1X2

416-861-2400

The Farm Products Marketing Commission administers the **Farm Products Marketing Act** and the **Milk Act**. Responsibilities include supervising the marketing boards established under the two Acts. The Farm Products Marketing Act provides for **commodity** regulation under 23 marketing plans; each plan is administered by a **producer marketing board**. The Act also requires the **licensing** of processors of regulated commodities (e.g., **turkey**, vegetables, grapes, tender fruit, potatoes, apples, asparagus, berries and seed corn dealers). The Milk Act provides authority to the **Ontario Milk Marketing Board** and the **Cream Producers' Marketing Board**.

#### ONTARIO FARM IMPLEMENTS BOARD

Guelph Agriculture Centre

P. O. Box 1030

52 Royal Rd.

Guelph N1H 1G3

519-767-3547

Fax 519-824-6941

The Board administers the **Ontario Farm Implements Act** which regulates the sale of farm implements and prescribes minimum warranties on the sale of new **farm** implements. Provision is also made for the supply of emergency parts and for the return or replacement of defective farm implements. The Board's main functions include the **registration** of dealers and distributors of farm implements; the mediation of disputes between purchasers, dealers and distributors; and the supervision of safety measures relating to farm implements. Publications available are: Information Regarding The Farm Implements Act, 1988 (for dealers and distributors of farm implements) and The Farm Implements Act For Producers, Dealers and Distributors, Questions and Answers (farmers).

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**ONTARIO FOOD TERMINAL BOARD**

165 The Queensway  
 Etobicoke M8Y 1H8  
 416-259-5479  
 Fax 416-259-4303

The Board operates the Ontario Food Terminal, a wholesale fresh **fruit** and produce market with cold storage facilities, which serves Ontario growers. It plays a major role in the orderly marketing of fruit and **vegetables** in Ontario.

**ONTARIO STOCK YARDS BOARD**

590 Keele St., Rm. 339  
 Toronto M6N 3E3  
 416-767-1163

Operating under the **Stock Yards Act**, the Board provides facilities for weighing **livestock** and supervising all **scales** operations. It also **licenses** sales agencies in the **stock yard** to act as brokers in the selling of livestock.

**ACTS****ACTS**

The Ministry of Agriculture and Food is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact this Ministry's legal services or communications branch.

Abandoned Orchards Act  
 Agricultural and Horticultural Organizations Act  
 Agricultural Committees Act  
 Agricultural Rehabilitation and Development Act (Ontario)  
 Agricultural Representatives Act  
 Agricultural Research Institute of Ontario Act  
 Agricultural Tile Drainage Installation Act  
 Animals for Research Act  
 Artificial Insemination of Livestock Act  
 Beef Cattle Marketing Act  
 Bees Act  
 Bull Owners' Liability Act  
 Co-operative Loans Act  
 Commodity Board Members Act  
 Commodity Boards and Marketing Agencies Act  
 Crop Insurance Act Ontario  
 Dead Animal Disposal Act  
 Drainage Act  
 Edible Oil Products Act  
 Farm Implements Act  
 Farm Income Stabilization Act  
 Farm Practices Protection Act  
 Farm Products Containers Act

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Farm Products Grades and Sales Act  
Farm Products Marketing Act  
Farm Products Payments Act  
Fur Farms Act  
Grain Corn Marketing Act  
Grain Elevator Storage Act  
Hunter Damage Compensation Act  
Junior Farmers Establishment Act  
Livestock and Livestock Products Act  
Livestock Branding Act  
Livestock Community Sales Act  
Livestock Medicines Act  
Livestock, Poultry and Honey Bee Protection Act  
Meat Inspection Act (Ontario)  
Milk Act  
Ministry of Agriculture and Food Act  
Non-resident Agricultural Land Interests Registration Act  
Oleomargarine Act  
Ontario Agricultural Museum Act  
Ontario Food Terminal Act  
Plant Diseases Act  
Pounds Act  
Provincial Auctioneers Act  
Riding Horse Establishments Act  
Seed Potatoes Act  
Sheep and Wool Marketing Act  
Stock Yards Act  
Tile Drainage Act  
Topsoil Preservation Act  
Veterinarians Act  
Weed Control Act

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## MINISTRY OF THE ATTORNEY GENERAL

720 Bay St., 11th Flr.  
Toronto M5G 2K1

The Attorney General is given a wide range of powers. A number of the duties of the office have been set out specifically by Ontario statute. The Ministry of the Attorney General Act provides for the Attorney General, as the law officer of the Executive Council, to: ensure that administration of public affairs is in accordance with the law; superintend all matters connected with the administration of justice in Ontario; perform the duties and hold the powers that belong to the Attorney General and Solicitor General of England by law or usage, so far as those duties and powers are applicable to Ontario; advise the government and superintend all matters of a legislative nature; advise heads of departments and agencies of government in their legal matters; and conduct and regulate all litigation for and against the Crown.

The Federal Minister of Justice for Canada has legislative authority for the substantive areas of criminal law and procedure, and asserts some independent right to prosecute certain classes of offences. The provincial Attorneys General of Canada have paramount responsibility to superintend all aspects of the administration of justice.

### COMMUNICATIONS BRANCH

720 Bay St., 11th Flr.  
Toronto M5G 2K1  
416-326-2200

The Communications Branch provides information, establishes communications policy for the Ministry; and provides communications counsel and support to its clients, the Minister and the Deputy Minister. Activities include communications planning, and implementation media relations, advertising, answering public inquiries, producing and distributing publications, and communications materials such as audio-visual materials, and speeches. Copies of Ministry **publications** on **family** law, family support plan, small claims court and other public legal information can be obtained by writing to the branch or by visiting the walk-in centre at 720 Bay St., 1st Floor. Hours of operation are Monday to Friday 9:00am - 4:30pm. Bilingual services are available.

### DRINKING/DRIVING COUNTERMEASURES OFFICE

720 Bay St., 3rd Flr.  
Toronto M5G 2K1  
416-326-4408

The Drinking/Driving Countermeasures Office coordinates efforts to prevent impaired driving in Ontario. The office provides **information** to the public, coordinates and assists regional and local anti-drinking and driving groups, sponsors and conducts research on drinking drivers, and provides advice on matters of government policy.

The office also administers the **Community Action Grants** program which funds community groups active in the fight against drinking and driving.

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The office produces and distributes a variety of educational materials including statistical information, pamphlets, posters, window decals and audio visual materials to increase public awareness about the issue. In addition, an annual advertising campaign is conducted to remind Ontarians of the dangers and consequences of impaired driving.

#### FRENCH LANGUAGE SERVICES

720 Bay St., 2nd Flr.

Toronto M5G 2K1

416-326-4054

Fax 416-326-4782

The French Language Services Branch monitors and advises Ministry employees as they act on the government's legislated use of the French language in the delivery of services, within the framework of Ministry programs and activities, pursuant to the **French Language Services Act**, the **Courts of Justice Act** and the **Criminal Code**.

#### ADMINISTRATIVE TRIBUNALS

##### ASSESSMENT REVIEW BOARD

80 Bloor St. W., Ste. 705

Toronto M5S 1L9

416-314-6908

Fax 416-314-6906

The Assessment Review Board hears complaints against **real property** and **business assessment**, which is the basis of **municipal taxation** in Ontario. The board handles appeals to amend school support lists for **school board** taxation; applications for the cancellation, reduction or refund of municipal taxes; and requests to increase municipal taxes where manifest errors have been made in the collectors' roll. For further information on real property assessment, see the Ministry of Revenue, Field Operations Branch. Contact local municipal offices for questions on property taxation and rates. For assessment complaints, contact the offices listed below.

##### Regional Registrar

Central

390 Davis Dr., Ste. 300

Newmarket L3Y 2N9

905-895-1274

Fax 905-895-4320

If long distance dial

1-800-263-3237 (Toll-free)

(York, Halton, Peel & Durham)

##### Regional Registrar

Metro Toronto Area North

Sheppard Centre

2 Sheppard Ave. E., Ste. 605

North York M2N 5Y7

416-733-1990

Fax 416-326-2110

**Regional Registrar**

**Eastern Area**

2378 Holly Lane, Rm. 208

**Ottawa K1V 7P1**

613-731-7166

Fax 613-523-3471

(Ottawa-Carleton, Prescott & Russell,  
Stormont, Dundas & Glengarry, Lanark, Leeds  
& Grenville, Renfrew, Frontenac, Lennox &  
Addington, Hastings, Prince  
Edward, Northumberland & Peterborough,  
Victoria Haliburton)

**Regional Registrar**

**Northern Area**

85 Great Northern Rd.

**Sault Ste. Marie P6B 4Y8**

705-949-5280

Fax 705-949-9513

(Algoma, Thunder Bay, Kenora, Rainy  
River & Nipissing, Muskoka, Parry  
Sound, Cochrane, Timiskaming,  
Manitoulin, Sudbury, Simcoe)

**Regional Registrar**

**Southwestern Area**

800 Queenston Rd.

**Stoney Creek L8G 1A7**

905-664-4084

Fax 905-664-4982

(Brant, Dufferin, Wellington, Waterloo,  
Niagara, Haldimand-Norfolk,  
Hamilton-Wentworth & Elgin, Bruce,  
Grey, Middlesex, Oxford, Kent, Lambton,  
Essex, Huron, Perth)

**Regional Registrar**

**Metro Toronto Area South**

80 Bloor St. W., Ste. 701

**Toronto M5S 1L9**

416-314-6886

Fax 416-314-6790

**CRIMINAL INJURIES COMPENSATION BOARD**

439 University Ave., 4th Flr.

**Toronto M5G 1Y8**

416-326-2900

Fax 416-326-2883

The Board provides **compensation** to eligible applicants when a person is injured or killed in Ontario, as the result of an unprovoked act of **criminal** violence.

**OFFICE OF THE POLICE COMPLAINTS COMMISSIONER**

595 Bay St., 9th Flr.

P.O. Box 23

**Toronto M5G 2C2**

416-325-4700

1-800-267-5648 (Toll-free)

Fax 416-325-4704

The Office of the Police Complaints Commissioner was introduced under the Police Services Act, as a province-wide system for civilian review of regional, municipal and Ontario Provincial Police conduct.

The office is totally separate from the police. Its civilian investigators receive, monitor, investigate and review complaints concerning the conduct of **police** officers. Upon review, the Police Complaints Commissioner has the power to resolve complaints informally, recommend changes in police practices and procedures, and if in the public interest, order a civilian board of inquiry hearing.

A complaint can be made in person, by letter or telephone, at the Office of the Police Complaints Commissioner; or in person or by letter at the police department's in-house Public Complaints Investigation Bureau or any police station or Ontario Provincial Police detachment within Ontario.

#### SPECIAL INVESTIGATIONS UNIT

320 Front St. W., 10th Flr.

Toronto M5V 3B6

416-314-2915

Fax 416-314-2925

The Special Investigations Unit investigates the circumstances of serious injuries, sexual assaults or deaths that may have resulted from criminal offences committed by police officers.

As a civilian led body, the SIU is independent of police services in Ontario. The SIU ensures that police services will not be put in the position of investigating themselves.

#### CIVIL LAW DIVISION

##### CROWN LAW OFFICE CIVIL LAW

720 Bay St., 8th Flr.

Toronto M5G 2K1

416-326-4008

This office provides the Ontario Government with legal services for civil **litigation** matters in all levels of courts, boards and tribunals. Professional advice and legal opinions are offered to all government ministries, agencies and tribunals on a variety of subjects, including interpretation of provincial **legislation**. The office also examines applications for **judicial review** to determine if an intervention will be made on behalf of the Attorney General and deals with claims for and against the Crown.

##### OFFICE OF THE PUBLIC TRUSTEE

145 Queen St. W.

Toronto M5H 2N8

416-314-2800

Fax 416-314-2695 Legal

Fax 416-314-2716 General Inquiry

This office is responsible for administering: the assets of **financially incompetent** persons, many of whom reside in **psychiatric** hospitals, chronic care hospitals, and facilities for the **developmentally handicapped**, pursuant to the provisions of Part III of the **Mental Health Act** and the **Developmental Services Act**; the **estates** of deceased persons in Ontario who die **intestate** without any adult heirs living in the province pursuant to the provisions of the **Crown Administration of Estates Act**; the assets of estates as appointed executor under a

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**will**; assets as grantee of Powers of Attorney; assets as trustee under various provincial and federal legislation such as the **Family Benefits Act** or the Old Age Security Act; the Charities Law in the Province of Ontario and it ensures general compliance by all **charitable organizations** pursuant to the provisions of the **Charities Accounting Act** and the **Charitable Gifts Act**.

Other responsibilities of the Office of the Trustees are as receiver and administrator of: assets forfeited to the Province of Ontario pursuant to the **Corporation Act**, and the **Escheats Act**; funds received as perpetual care deposits for cemeteries in Ontario pursuant to the **Cemeteries Act**.

The Public Trustee acts as last resort **substitute decision maker** for all medical or dental treatment prescribed for patients of Ontario hospitals who are unable to consent to such treatment by reason of mental incapacity pursuant to the regulations under the **Public Hospitals Act**. The office also represents as litigation guardian to persons involved in court proceedings who are unable to instruct counsel by reason of incompetency.

A pilot project to assist the impact of the implementation of Guardianship on the Office of the Public Trustee has commenced. Guardianship will facilitate the making of personal arrangements for future incapacity and allow for Substitute Decision-Making in the areas of finance, personal and health-care decisions. Upon the implementation of the Guardianship program, the Office of the Public Trustee will assume the title "Public Guardian and Trustee". The date of full implementation of the program has not yet been fixed.

#### OFFICIAL GUARDIAN BRANCH

393 University Ave., 14th Flr.  
Toronto M5G 1W9  
416-314-8000  
Fax 416-314-8050

The office of the Official **Guardian** investigates, advocates, protects and represents the personal and property rights and obligations of persons under a **disability** at law, usually minors, in proceedings before the courts and tribunals of Ontario.

The Official Guardian provides legal services primarily for **children** under Section 112 and 89(3) Courts of Justice Act, the Rules of the Courts, the Child and Family Services Act, and the parens patriae jurisdiction of the Ontario Court (General Division).

#### SECONDED LEGAL SERVICES

720 Bay St., 4th Flr.  
Toronto M5G 2K1  
416-326-4023  
Fax 416-326-4019

Seconded Legal Services is responsible for the administration and coordination of legal services which are provided to ministries and certain agencies, boards and commissions of the Ontario Government. This program provides legal advice and services to the Ontario Government only and not to members of the general public. The program head also functions as Chief Inquiry Officer under the **Expropriations Act** by appointing and providing liaison with provincial inquiry officers who hear public concerns on specific **expropriation** cases.



## CONSTITUTIONAL LAW AND POLICY DIVISION

720 Bay St., 7th & 11th Flrs.  
Toronto M5G 2K1  
416-326-4460  
Fax 416-326-4015

This division advises the Attorney General and all ministries on **constitutional** questions, including both division of powers and Charter of Rights issues. The division also reviews **litigation** in which constitutional questions are raised in Ontario courts, the Federal Court of Canada and the Supreme Court of Canada. Where advisable, division counsel appears in such litigation to represent the Attorney General of Ontario as a party or intervenor, or to represent the affected Ministry of the Government of Ontario.

## COURTS ADMINISTRATION PROGRAM

720 Bay St., 2nd Flr.  
Toronto M5G 2K1  
416-326-4002

Under the direction of the Assistant Deputy Attorney General, Courts Administration (326-2609), this program provides administrative and technical support and direction to the **Ontario Court (General Division)** and the **Ontario Court (Provincial Division)**.

Additional responsibilities include: planning and provision of courtroom and court office **accommodation** (326-4025), court reporting services (326-4035), court **translation** and interpretation services (326-4035), administrative support for provincially appointed judiciary; and processing of applications for **Commissioners** for taking **affidavits** and **notaries public** (326-4064).

The **Family Support Plan Program** (326-4710) works to monitor and enforce court orders, contracts, and agreements awarding spousal and/or child support. The program also strives to educate the public at large, about the obligations of paying child and spousal support.

## COURT OF APPEAL FOR ONTARIO

130 Queen St. W., Rm. 171  
Toronto M5H 2N5  
416-327-5020

The Court of Appeal for Ontario is the highest appellate court in the province. It hears criminal and civil appeals and sits primarily in Toronto.

## ONTARIO COURT (GENERAL DIVISION)

361 University Ave.  
Toronto M5G 1S5  
416-327-5440

The Ontario Court (General Division) has jurisdiction in both **criminal** and civil cases. In civil cases, any amount above the Small Claims Court's jurisdiction may be claimed. Cases involving amounts not exceeding \$3,000 are brought to the Small Claims Court. The Ontario Court (General Division) hears proceedings pursuant to a variety of Statutes, including: the **Landlord and Tenant Act**, **Family Law Act** and **Mental Incompetency**

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**Act.** Persons rarely appear without legal counsel. In many cases, either party may select **trial** by judge and jury. Criminal jurisdiction involves handling trials, with or without a jury, for most indictable offences.

**Sheriffs** carry out the court's orders of the Ontario Court (General Division).

Responsibilities include summoning jurors for **jury** duty in these courts, putting **writs** of execution into effect, and serving **documents** on behalf of members of the legal profession and the public. Sheriffs are also in charge of maintenance, security, etc. for county court houses.

#### ONTARIO COURT (GENERAL DIVISION)

##### ESTATES ADMINISTRATION

439 University Ave., 3rd Flr.

Toronto M5G 1Y8

416-326-2940

Fax 416-326-2939

Estates Administration, formerly the Surrogate Court, probates **wills** of persons who die testate (with a will) and letters of administration of persons who die **intestate** (without a will). The Court also handles contested claims against **estates**, will **trials**, applications under the **Succession Law Reform Act** and **Proof in Solemn Form of Lost Wills**, estate and trust audits, interpretation and variations of wills and trusts, all proceedings relating to mental incompetency including declarations, directions and audits. For information, contact the Registrar, Ontario Court (General Division) listed alphabetically under Ontario Courts, Ministry of the Attorney General.

#### ONTARIO COURT (GENERAL DIVISION)

##### SMALL CLAIMS COURT

Judges' Chambers

400 University Ave., 16th Flr.

Toronto M5G 1S8

416-326-9916

The Small Claims Court provides a convenient and inexpensive way to settle disputes over goods and services, and collect outstanding **debts** for amounts not exceeding \$3,000.

Procedures are informal; lawyers are not required, although their services may be used.

**Court** staff may assist in the filing of a claim or defence. The Small Claims Courts are listed alphabetically under Ontario Courts, Ministry of the Attorney General.

##### Small Claims Court Branch

720 Bay St., 2nd Flr.

Toronto M5G 2K1

416-326-4002

ONTARIO COURT (GENERAL DIVISION)

SMALL CLAIMS COURT

SMALL CLAIMS COURT REFEREES

Judicial District of York

College Park, 444 Yonge St., Rm. 257

Toronto M5B 2H4

416-325-8926

Referees of the Small Claims Court conduct terms of payment, motion to release **garnishments**, consolidation orders, examination, accounting and pre-trial hearings.

There is a Small Claims Court Referee in each of the following judicial districts or counties:

Cochrane (Timmins), Hamilton- Wentworth (Hamilton), Kenora (Dryden and Kenora), Middlesex (London and Strathroy), Ottawa-Carleton (Ottawa, Alexandria, Cornwall, Hawkesbury, Pembroke and Rockland), Sudbury (Sudbury), and York (Toronto). The Small Claims Court Referee service in Metro Toronto has been decentralized to provide better service to the public. In addition to the referee at the College Park location, there are referees at the Etobicoke, North York and Scarborough Small Claims Courts. For addresses and telephone numbers, see the Ontario Courts, Ministry of the Attorney General.

ONTARIO COURT (PROVINCIAL DIVISION)

Matters under the Provincial Offences Act are presided over by provincial judges and Justices of the Peace who render the final disposition for **offences** under the Statutes of Ontario and **municipal** by-laws, including parking infractions.

The **Provincial Offences Act** covers the **prosecution** of all provincial offences (e.g. those under the **Highway Traffic Act**) and municipal by-laws, including parking infractions. This Act provides a procedure for dealing with minor offences. The person charged may choose one of three options: a payment out of court, a plea of guilty with explanation or a plea of not guilty and a request for trial. The Act also provides for proceedings to be brought to **court** for more serious offences.

Inquiries about payment of **parking infractions** issued by municipal officers should be directed to the appropriate municipal office. Parking infractions are payable at the municipal office or any chartered bank in the province.

For inquiries on payment of **fines** following conviction and **driver licence** suspension for non-payment of fines, call the Fine Enforcement Office in Toronto, 327-5675.

The Provincial Offences Court holds sittings on a regular basis at approximately 149 locations throughout the province. Addresses are the same as for the Ontario Court (Provincial Division), and can be found under Ontario Courts, Ministry of the Attorney General.

ONTARIO COURT (PROVINCIAL DIVISION)  
DEFAULTED FINES CONTROL CENTRE  
60 Queen St. W., Rm. 8  
Old City Hall  
Toronto M5H 2M4  
416-327-5754

The Defaulted Fines Control Centre monitors court orders suspending **drivers licences** for nonpayment of **fin**es under the **Highway Traffic Act**. Information is provided about the fines and the procedures for clearing suspensions. The Centre does not deal with **traffic** fines for drivers whose licences have not been suspended. For this information, contact the appropriate local Ontario Court (Provincial Division) office, listed under Ontario Courts, Ministry of the Attorney General.

The Defaulted Fines Control Centre also monitors unpaid **parking infractions**. The owner of the car is denied plates until the fines are paid. Information is provided about the fines and procedures for renewing permits.

ONTARIO COURT (PROVINCIAL DIVISION)  
METRO TORONTO FORENSIC SERVICE  
1001 Queen St. W.  
Toronto M6J 1H4  
416-535-8501

The Metro Toronto Forensic Service (**METFORS**) performs **psychiatric** assessments of persons arrested due to alleged **criminal** offences and suspected of being **mentally ill**. Examinations are ordered primarily by the Ontario Court (Provincial Division) and usually conducted prior to bail. The Service also assesses and treats persons who have demonstrated signs of mental illness while in jail awaiting trial. **METFORS** is funded by the Ministry of the Attorney General; staffed by professionals in the field; and run by a board of representatives from the **Clarke Institute of Psychiatry** and the Ministries of the Attorney General, Health and Correctional Services. While primarily serving courts within the Judicial District of York, **METFORS** sometimes accepts cases from elsewhere.

ONTARIO COURT (PROVINCIAL DIVISION)  
OLD CITY HALL  
60 Queen St. W.  
Toronto M5H 2M4  
416-327-5675

The Ontario Court (Provincial Division), criminal court renders the final disposition in approximately 95 per cent of all cases under the **Criminal Code of Canada** and other federal statutes. Judges appointed by the Lieutenant-Governor-in-Council preside over the court.

Persons accused of indictable offences which are neither within the absolute jurisdiction of a Provincial Division judge nor customarily tried before the Ontario Court (General Division) may elect to be tried before a Provincial Division or General Division judge sitting alone or with a jury. For **bail** procedures to release a person from custody, contact a Justice of the Peace at the appropriate **court** branch or, in Toronto, the Bail Office at 327-5187.

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Justices of the Peace perform civil **marriages** (in Toronto, Monday to Friday) by appointment only, to be made in person and in advance (327-5826).

Ontario Court (Provincial Division), criminal offices hold sittings on a regular basis at approximately 149 locations throughout the province. A list showing court addresses and telephone numbers appears under Ontario Courts, Ministry of the Attorney General.

#### ONTARIO COURT (PROVINCIAL DIVISION)

##### UNIFIED FAMILY COURT

Judicial District of Hamilton-Wentworth

55 Main St. W.

Hamilton L8P 1H4

905-525-1550

The Unified Family Court, Judicial District of Hamilton-Wentworth, was established in 1977, in response to recommendations by the federal and Ontario law reform commissions, as a pilot project for future development in other areas of Ontario. Replacing the former Provincial Court (Family Division) of Hamilton-Wentworth, the Unified Family Court has exclusive, original jurisdiction over family matters as set out in the Courts of Justice Act, 1984, Part III. The court is designed to remedy problems, assumed to be the product of the existing court system, by unifying the exercise of jurisdiction in all **family** law matters. Court objectives relate to the interests of individual families and the state. For families, the system aims to lessen feelings of confusion, decrease costs, reduce delay and inconvenience, and provide a comprehensive, equitable, understandable and durable legal resolution. For the state, the system aims to decrease the court, legal and welfare costs of resolving family disputes; to preserve and strengthen the family by helping spouses accept their responsibilities; and to promote conditions which encourage respect for the law and the courts. Attached to and forming part of the Unified Family Court is a conciliation service, which mediates between parties to resolve issues of custody and access, support and property issues.

#### ONTARIO COURT OF JUSTICE (PROVINCIAL DIVISION)

Chief Judge's Office

1 Queen St. E., Ste. 2600

P. O. Box 91

Toronto M5C 2W5

416-327-5660

The Ontario Court (Provincial Division) has been created out of a merger of the former Provincial Court (Criminal Division), the Provincial Court (Family Division) and the Provincial Offences Court.

On its criminal law side, the court renders the final disposition in approximately 95 per cent of all matters under the **Criminal Code of Canada** and other federal statutes. This includes prosecutions of **young offenders** (persons charged with **criminal** or other federal offences allegedly committed while under eighteen years of age).

Persons accused of indictable offences that are neither within the absolute jurisdiction of a provincial judge nor customarily tried before the Ontario Court of Justice (General Division) may elect to be tried before a provincial judge, or a judge of the General Division

sitting alone, or a judge of the General Division sitting with a jury. For **bail** procedures to release a person from custody, contact a justice of the peace at the appropriate **court** office or branch office or, in Toronto, the Bail Office at 327- 5187.

The Ontario Court (Provincial Division) also renders final disposition for **offences** under the statutes and regulations of Ontario and municipal by-laws, excluding parking infractions. These proceedings are conducted before a provincial judge or a justice of the peace. The **Provincial Offences Act** governs the procedure for the **prosecution** of all provincial offences (such as under the **Highway Traffic Act** or the **Liquor Control Act**) and of offences under municipal by-law, excluding parking infractions. A person charged may choose one of three options: payment out of court; a plea of not guilty; or a plea of guilty with an explanation. The Act also provides for proceedings to be brought to court for more serious offences. (Parking infractions continue to fall under the procedure prescribed by the Summary Convictions Act, for the present.)

Inquiries about payment of **parking tags** issued by municipal police should be directed to the local police, since procedures vary throughout the province. Parking tags issued by the Metropolitan Toronto Police are payable at the municipal office or any bank in the province.

For inquiries on payment of **fin**es following conviction and **driver's licence** suspension for nonpayment of fines call the Ontario Court (Provincial Division); in Toronto, call 327-5675.

The Ontario Court (Provincial Division) also deals with the following aspects of family law in every county, district or judicial district except for the Judicial District of Hamilton-Wentworth (where these domestic relations matters are part of the jurisdiction of the Unified Family Court): custody of and access to **children** and enforcement of custody and access orders (whether made in or out of Ontario) under the Children's Law Reform Act; **support** orders for spouses, children and destitute parents under the Family Law Act; enforcement of support orders made in Ontario and in reciprocating states under the family rules of the Ontario Court (Provincial Division) and the **Reciprocal Enforcement of Maintenance Orders Act**; protection of neglected and abused children, secure treatment of children with mental disorders and **adoption** under the **Child and Family Services Act**; review of certain decisions of the Registrar General of Vital Statistics relating to applications for change of **name** under the **Change of Name Act**; and dispensing with parental consent to **marriage** of minors over the age of sixteen years under the **Marriage Act**.

Provincial judges and justices of the peace perform civil marriages (in Toronto, Monday to Friday at 327-5826) by special appointment only, to be made in person and in advance.

There is at least one court office in each county, district or judicial district. The Ontario Court (Provincial Division) holds sittings on a regular basis at approximately 150 locations throughout the province. For a list of court addresses, see Ontario Courts, Ministry of Attorney General.

## ONTARIO COURTS

Ontario is divided into eight territorial divisions called regions for judicial purposes, each headed by a Regional Director and contain a number of administrative areas that parallel county, district or regional municipal boundaries.

A list of **court** offices contained in each region appears below. Court offices are also listed in the blue pages of all telephone directories.

Court names are in the process of being changed from: Supreme, District and Surrogate Courts to Ontario Court (General Division); Provincial Court (Criminal Division and Family Division) to Ontario Court (Provincial Division); Provincial Court (Civil Division) Small Claims Court to Ontario Courts (General Division) Small Claims Court.

## **CENTRAL EAST REGION**

Central East Regional Director's Office  
Courts Administration  
1091 Gorham St., 2nd Flr.  
**Newmarket** L3Y 7V1  
905-836-5621  
Fax 905-836-5620

### **Court Offices**

Court Services Manager  
114 Worsley St.  
**Barrie** L4M 1M1  
705-739-6577  
(Simcoe)

Manager, Civil/Family & Small Claims  
Court  
114 Worsley St.  
**Barrie** L4M 1M1  
705-739-6144  
(Simcoe)

Manager, Court Support Services  
114 Worsley St.  
**Barrie** L4M 1M1  
705-739-6555  
(Simcoe)

Manager, Criminal Court Office  
Ontario Court (General and Provincial  
Division)  
30 Poyntz St.  
P. O. Box 284  
**Barrie** L4M 5L4  
705-739-6500  
(Simcoe)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
114 Worsley St.  
**Barrie** L4M 1M1  
705-739-6136  
(Simcoe)

Supervisor, Sheriff's Office  
114 Worsley St.  
**Barrie** L4M 1M1  
705-739-6100  
(Simcoe)

Civil and Family Court Office  
3 Dominion St. N.  
P.O. Box 1080  
**Bracebridge** P1L 1R6  
705-645-2831/8793  
(Muskoka)

Court Administrator, Criminal  
Ontario Court (Provincial Division)  
3 Dominion St. N.  
P. O. Box 1080  
**Bracebridge** P1L 1R6  
705-645-2269  
(Muskoka)

Court Services Manager  
Ontario Court  
3 Dominion St., N.  
P.O. Box 1080  
**Bracebridge** P1L 1R6  
705-645-7499  
(Muskoka)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
3 Dominion St. N.  
P. O. Box 1821  
**Bracebridge P1L 1V8**  
705-645-2682  
(Muskoka)

Supervisor of Operations  
Courts Administration  
860 William St.  
P. O. Box 360  
**Cobourg K9A 4K8**  
905-372-3751  
(Northumberland)

Small Claims Court  
10 First St.  
P. O. Box 36  
**Collingwood L9Y 3Z4**  
705-445-9331  
(Simcoe)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
36 Chaffey St.  
P. O. Box 2592  
**Huntsville P0A 1K0**  
705-789-5630  
(Muskoka)

Court Services Manager, Courts  
Administration  
440 Kent St. W.  
P. O. Box 4000  
**Lindsay K9V 5P2**  
705-324-7110  
(Victoria/Haliburton)

Supervisor of Operations  
Courts Administration  
440 Kent St. W.  
P. O. Box 4000  
**Lindsay K9V 5P2**  
705-324-2425  
(Victoria/Haliburton)

Court Services Manager  
50 Eagle St.  
**Newmarket L3Y 6B1**  
905-853-4821  
(York Region)

Courts Administration, Civil & Family  
Services Office  
50 Eagle St. W.  
**Newmarket L3Y 6B1**  
905-853-4809  
(York Region)

Courts Administration, Court Support  
Service Office  
50 Eagle St. W., 3rd Flr.  
**Newmarket L3Y 6B1**  
905-853-4811  
(York Region)

Courts Administration, Criminal Court  
Services Office  
50 Eagle St. W., 2nd Flr.  
**Newmarket L3Y 6B1**  
905-853-4801  
(York Region)

Courts Administration, Finance &  
Enforcement  
Services Office  
50 Eagle St. W.  
**Newmarket L3Y 6B1**  
905-853-4803  
(York Region)



Manager, Criminal/Family & Small  
Claims Court  
19 Front St. N.  
P. O. Box 218  
**Orillia L3V 4R6**  
705-326-2671  
(Simcoe)

Manager, Criminal Court Office  
Ontario Court (Provincial Division)  
242 King St. E.  
**Oshawa L1H 3Z8**  
905-723-5251  
(Durham)

Manager, Family & Small Claims Office  
44 Bond St. W.  
P.O. Box 2216  
**Oshawa L1H 7V5**  
905-728-1623  
(Durham)

Supervisor of Operations  
Courts Administration  
470 Water St.  
**Peterborough K9H 3M3**  
705-745-0588  
(Peterborough)

## CENTRAL SOUTH REGION

Central South Regional Office  
Courts Administration  
50 Main St. E., 1st Flr.  
**Hamilton L8N 1E9**  
905-577-6866  
Fax 905-577-6877

Court Administration  
Ontario Court (General Division)  
Small Claims Court Office  
550 Major MacKenzie Dr.  
**Richmond Hill L4C 4X7**  
905-737-4566  
(York Region)

Court Offices  
Ontario Court (General Division)  
605 Rossland Rd. E.  
P. O. Box 447  
**Whitby L1N 9G7**  
905-668-8845  
(Durham)

Court Services Manager  
605 Rossland Rd. E.  
P. O. Box 640  
**Whitby L1N 9G7**  
905-666-4743/63  
(Durham)

Enforcement Office  
Ontario Court (General Division)  
605 Rossland Rd. E.  
**Whitby L1N 9G7**  
905-668-6808  
(Durham)

## Court Offices

Supervisor  
Ontario Court (Provincial Division)  
38 Darling St.  
**Brantford N3T 6A8**  
519-752-6559  
(Brant)

Supervisor, Small Claims Court  
 Ontario Court (General Division)  
 70 Wellington St.  
**Brantford** N3T 2L9  
 519-752-7828  
 (Brant)

Small Claims Court Clerk and Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 89 Main St.  
**Cambridge** N1R 1W1  
 519-623-0170  
 (Waterloo)

Supervisor, Court Office Services  
 Small Claims Court  
 Ontario Court (Provincial Division) and  
 55 Munsee St.  
 P. O. Box 70  
**Cayuga** N0A 1E0  
 905-772-3335  
 (Haldimand)

Court Services Manager  
 55 Main St. W.  
**Hamilton** L8P 1H4  
 905-525-1550  
 (Hamilton/Wentworth)

Enforcement Manager  
 Ontario Court (General Division)  
 50 Main St. E.  
**Hamilton** L8N 1E9  
 905-522-1318  
 (Hamilton/Wentworth)

Manager  
 Ontario Court (General Division)  
 50 Main St. E.  
**Hamilton** L8N 1E9  
 905-528-6708  
 (Hamilton/Wentworth)

Manager, Criminal  
 Ontario Court (Provincial Division)  
 125 Main St. E.  
 Box 2014  
**Hamilton** L8N 3S1  
 905-525-1840  
 (Hamilton/Wentworth)

Manager, Unified Family Court  
 Ontario Court  
 55 Main St. W.  
**Hamilton** L8N 1H4  
 905-525-1550  
 (Hamilton/Wentworth)

Supervisor  
 Ontario Court (General Division)  
 Small Claims Court  
 140 Hunter St. E.  
**Hamilton** L8N 4H1  
 905-522-9063  
 (Hamilton/Wentworth)

Court Services Manager  
 20 Weber St. E.  
**Kitchener** N2H 1C3  
 519-741-3234  
 (Waterloo)

Enforcement Manager  
 Ontario Court (General Division)  
 20 Weber St. E.  
**Kitchener** N2H 1C3  
 519-741-3203  
 (Waterloo)

General Division Manager  
 Ontario Court (General Division)  
 20 Weber St. E.  
**Kitchener** N2H 1C3  
 519-741-3203  
 (Waterloo)

Provincial Division Manager,  
Criminal/Family  
Ontario Court (Provincial Division)  
200 Frederick St., Ste. 1000  
**Kitchener** N2H 6P1  
519-741-3396  
(Waterloo)

Small Claims Court Manager  
Ontario Court (General Division)  
Small Claims Court  
520-50 Queen St. N., 5th Flr.  
**Kitchener** N2H 6P4  
519-745-5842  
(Waterloo)

Court Administrator, Criminal  
Ontario Court (Provincial Division)  
4300 Queen St.  
P. O. Box 627  
**Niagara Falls** L2E 6V5  
905-354-2789  
(Niagara South)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
4300 Queen St.  
**Niagara Falls** L2E 6V5  
905-356-3404  
(Niagara South)

Court Services Manager  
530 Queensway W.  
Box 308  
**Simcoe** N3Y 4L2  
519-426-8275  
(Haldimand, Norfolk and Brant)

Supervisor, Court Office Services  
Small Claims Court, Ontario Court  
(General/Provincial Division)  
Court House, Level 3  
P. O. Box 308  
**Simcoe** N3Y 4L2  
519-426-6550  
(Norfolk)

Supervisor, Court Support  
Small Claims Court  
Ontario Court (Provincial/General Division)  
Court House, Level 3  
P. O. Box 308  
**Simcoe** N3Y 4L2  
519-426-1408  
(Norfolk)

Court Administrator, Family  
Ontario Court (Provincial Division)  
59 Church St., 4th Flr.  
P. O. Box 536  
**St. Catharines** L2R 7N8  
905-988-6200  
(Niagara North)

Court Services Manager  
59 Church St., 2nd Flr.  
**St. Catharines** L2R 7N8  
905-988-6200  
(Niagara North)

Local Registrar  
Ontario Court (General Division)  
59 Church St., 1st Flr.  
**St. Catharines** L2R 7N8  
905-988-6200  
(Niagara North)

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Sheriff  
 Ontario Court (General Division)  
 59 Church St., 2nd Flr.  
**St. Catharines** L2R 7N8  
 905-988-6200  
 (Niagara North)

Local Registrar  
 Ontario Court (General Division)  
 102 Main St. E.  
**Welland** L3B 3W6  
 905-735-0010  
 (Niagara South)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 59 Church St., 1st Flr.  
**St. Catharines** L2R 7N8  
 905-988-6200  
 (Niagara North)

Sheriff  
 Ontario Court (General Division)  
 3 Cross St.  
 P. O. Box 786  
**Welland** L3B 5X6  
 905-732-2493  
 (Niagara South)

Court Administrator, Criminal  
 Ontario Court (Provincial Division)  
 3 Cross St.  
 P. O. Box 243  
**Welland** L3B 5X6  
 905-732-2493  
 (Niagara South)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 102 East Main St.  
 P. O. Box 612  
**Welland** L3B 5R4  
 905-734-7417  
 (Niagara South)

Court Administrator, Family  
 Ontario Court (Provincial Division)  
 3 Cross St.  
 P. O. Box 383  
**Welland** L3B 5X6  
 905-734-7451  
 (Niagara South)

## CENTRAL WEST REGION

### Court Offices

Court Administrator, Family  
 Ontario Court (Provincial Division)  
 7765 Hurontario St., 2nd Flr.  
 P. O. Box 220  
**Brampton** L6V 2L1  
 905-452-6608  
 (Peel)

Court Services Manager  
 Ontario Court (General Division)  
 7765 Hurontario St., 2nd Flr.  
 Box 548  
**Brampton** L6V 2L7  
 905-452-6601  
 (Peel)

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Court Services Manager  
Court Administrator, Criminal  
Ontario Court (Provincial Division)  
141 Clarence St.  
**Brampton** L6V 3E6  
905-450-4730  
(Peel)

Deputy Sheriff & Bailiff  
7765 Hurontario St.  
Box 548  
**Brampton** L6V 2L7  
905-452-6600  
(Peel)

Local Registrar & Small Claims Court  
Clerk  
Ontario Court (General Division)  
7755 Hurontario St.  
P. O. Box 8000  
**Brampton** L6V 2M7  
905-452-6617  
(Peel)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
2021 Plains Rd. E.  
**Burlington** L7R 4M3  
905-637-4125  
(Halton)

Local Registrar  
Ontario Court (General Division)  
74 Woolwich St.  
**Guelph** N1H 3T9  
519-824-4100  
(Wellington)

Manager, Civil/Family Services  
Ontario Court (General Division)  
74 Woolwich St.S.  
**Guelph** N1H 3T9  
519-822-7961  
(Wellington)

Small Claims Court Clerk  
Ontario Court (General Division)  
74 Woolwich St.  
**Guelph** N1H 3T9  
519-824-4169  
(Wellington)

Court Administrator, Criminal  
Ontario Court (Provincial Division)  
491 Steeles Ave. E.  
**Milton** L9T 1Y7  
905-878-4165  
(Halton)

Court Services Manager  
Local Registrar Manager  
Ontario Court (General Division)  
Ontario Court (Provincial Division - Fam  
491 Steeles Ave. E.  
**Milton** L9T 1Y7  
905-878-7281  
(Halton)

Sheriff/Bailiff  
Ontario Court (General Division)  
491 Steeles Ave. E.  
**Milton** L9T 1Y7  
905-878-7285  
(Halton)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
491 Steeles Ave. E.  
**Milton** L9T 1Y7  
905-878-6771  
(Halton)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 2301 Haines Rd.  
**Mississauga** L4Y 1Y5  
 905-275-3080  
 (Halton)

Small Claims Court Clerk  
 Ontario Court (General Division)  
 Small Claims Court  
 1225 Trafalgar Rd.  
 P. O. Box 84020  
**Oakville** L6J 3P1  
 905-842-8380  
 (Halton)

Court Administrator, Criminal & Family  
 Ontario Court (Provincial Division)  
 10 Louisa St., 2nd Flr.  
**Orangeville** L9W 3P9  
 519-941-5802  
 (Dufferin)

Sheriff & Local Registrar  
 Ontario Court (General Division)  
 10 Louisa St., 1st Flr.  
**Orangeville** L9W 3P9  
 519-941-4744  
 (Dufferin)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 10 Louisa St., 1st. Flr.  
**Orangeville** L9W 3P9  
 519-941-9701  
 (Dufferin)

Court Administrator, Criminal  
 Ontario Court (Provincial Division)  
 1133 Second Ave. E.  
 P. O. Box 233  
**Owen Sound** N4K 5P3  
 519-376-0185  
 (Grey)

Court Administrator, Family  
 Ontario Court (Provincial Division)  
 347 8th St. E.  
 P. O. Box 206  
**Owen Sound** N4K 5P3  
 519-371-1313  
 (Grey)

Court Services Manager  
 347 8th St. E.  
 P. O. Box 206  
**Owen Sound** N4K 5P3  
 519-371-1313  
 (Grey)

Local Registrar & Small Claims Court  
 Clerk  
 Ontario Court (General Division)  
 595 Ninth Ave. E.  
**Owen Sound** N4K 3E3  
 519-376-1461  
 (Grey)

Sheriff/Bailiff  
 Ontario Court (General Division)  
 595 Ninth Ave. E.  
**Owen Sound** N4K 3E3  
 519-376-7535  
 (Grey)

Court Administrator, Criminal & Family  
Ontario Court (Provincial Division)  
215 Cayley St.  
P. O. Box 39  
**Walkerton** N0G 2V0  
519-881-2333  
(Bruce)

Sheriff/Bailiff  
Ontario Court (General Division)  
215 Cayley St.  
Box 430  
**Walkerton** N0G 2V0  
519-881-1772  
(Bruce)

Local Registrar/Small Claims Court Clerk  
Ontario Court (General Division)  
215 Cayley St.  
**Walkerton** N0G 2V0  
519-881-0211  
(Bruce)

## EAST REGION

### Court Offices

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
110 Main St. N.  
P. O. Box 699  
**Alexandria** K0C 1A0  
613-525-4330  
(Stormont/Dundas/Glengarry)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
5 Fairway Blvd.  
**Bancroft** K0L 1C0  
613-332-4613  
(Hastings)

Court Administrator, Criminal  
Ontario Court (Provincial Division)  
15 Victoria Ave., 1st Flr.  
P. O. Box 1567  
**Belleville** K8N 1Z5  
613-962-3468  
(Hastings)

Court Administrator, Family  
Ontario Court (Provincial Division)  
Century Place, Ste. 402  
P. O. Box 906  
**Belleville** K8N 5B6  
613-968-3304  
(Hastings)

Court Services Manager  
235 Pinnacle St.  
**Belleville** K8N 3A9  
613-962-9694  
(Hastings)

Sheriff & Local Registrar  
Ontario Court (General Division)  
235 Pinnacle St.  
**Belleville** K8N 3A9  
613-962-9106  
(Hastings)

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Small Claims Court Clerk  
 Ontario Court (General Division)  
 Small Claims Court  
 235 Pinnacle St.  
**Belleville** K8N 3A9  
 613-962-2300  
 (Hastings)

Court Administrator, Criminal & Family  
 Ontario Court (Provincial Division)  
 75 Water St. W.  
 P. O. Box 1300  
**Brockville** K6V 5Y6  
 613-342-5003  
 (Leeds/Grenville)

Court Services Manager  
 Sheriff and Local Registrar  
 Ontario Court (General Division)  
 P. O. Box 8  
**Brockville** K6V 5T7  
 613-342-2288  
 (Leeds/Grenville)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 P. O. Box 1501  
**Brockville** K6V 5Y6  
 613-342-2833  
 (Leeds/Grenville)

Court Administrator, Criminal & Family  
 Ontario Court (Provincial Division)  
 340 Pitt St.  
 P. O. Box 56  
**Cornwall** K6H 5R9  
 613-933-7500  
 (Stormont/Dundas/Glengarry)

Court Services Manager  
 340 Pitt St.  
 P. O. Box 56  
**Cornwall** K6H 5R9  
 613-933-7500  
 (Stormont/Dundas/Glengarry)

Sheriff & Local Registrar  
 Ontario Court (General Division)  
 26 Pitt St.  
**Cornwall** K6J 3P2  
 613-932-1290/1652  
 (Stormont/Dundas/Glengarry)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 26 Pitt St.  
**Cornwall** K6J 3P2  
 613-932-1224  
 (Stormont/Dundas/Glengarry)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 Hwy. 41  
 P. O. Box 51  
**Kaladar** K0H 1Z0  
 613-336-8952  
 (Lennox/Addington)

Court Administrator, Criminal  
 Ontario Court (Provincial Division)  
 279 Wellington St.  
 P. O. Box 400  
**Kingston** K7L 6E1  
 613-548-6200  
 (Frontenac)



Court Administrator, Family  
Ontario Court (Provincial Division)  
469 Montreal St.  
P. O. Box 981  
**Kingston K7K 3H9**  
613-548-6789  
(Frontenac)

Court Services Manager  
279 Wellington St.  
P. O. Box 400  
**Kingston K7L 4W2**  
613-548-6202  
(Frontenac)

Local Registrar  
Ontario Court (General Division)  
5 Court St.  
**Kingston K7L 2N4**  
613-548-6811  
(Frontenac)

Sheriff  
Ontario Court (General Division)  
5 Court St.  
**Kingston K7L 2N4**  
613-548-6820  
(Frontenac)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
5 Court St.  
**Kingston K7L 2N4**  
613-545-1319  
(Frontenac)

Court Administrator, Criminal & Family  
Ontario Court (Provincial Division)  
P. O. Box 272  
**L'Orignal K0B 1K0**  
613-675-4695/4625  
(Prescott/Russell)

Court Services Manager  
Queen St.  
**L'Orignal K0B 1K0**  
613-675-4567  
(Prescott/Russell)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
59 Court St.  
**L'Orignal K0B 1K0**  
613-675-4695  
(Prescott/Russell)

Small Claims Court  
Ontario Court (General Division)  
15 Durham St.  
**Madoc K0K 2K0**  
613-473-0531  
(Hastings)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
Shopping Mall  
Hwy. 2 & 31  
**Morrisburg K0C 1X0**  
613-543-3725  
(Morrisburg)

Court Administrator, Criminal & Family  
Ontario Court (Provincial Division)  
41 Dundas St. W.  
P. O. Box 386  
**Napanee K7R 3P5**  
613-354-3850/5750  
(Lennox/Addington)

Sheriff & Local Registrar  
Ontario Court (General Division)  
97 Thomas St. E.  
**Napanee K7R 1L1**  
613-354-3845  
(Lennox/Addington)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 97 Thomas St. E.  
**Napanee K7R 1L1**  
 613-354-3845  
 (Lennox/Addington)

Court Administrator, Criminal  
 Ontario Court (Provincial Division)  
 161 Elgin St.  
**Ottawa K2P 2K1**  
 613-239-1560  
 (Ottawa/Carleton)

Court Administrator, Family  
 Ontario Court (Provincial Division)  
 161 Elgin St., Rm. 2076  
**Ottawa K2P 2K1**  
 613-239-1144  
 (Ottawa/Carleton)

Court Services Manager  
 161 Elgin St., 2nd. Flr.  
**Ottawa K2P 2K1**  
 613-239-1146  
 (Ottawa/Carleton)

Local Registrar  
 Ontario Court (General Division)  
 161 Elgin St., Rm. 2039  
**Ottawa K2P 2K1**  
 613-239-1050/1022  
 (Ottawa/Carleton)

Sheriff  
 Ontario Court (General Division)  
 161 Elgin St.  
**Ottawa K2P 2K1**  
 613-239-1050/1022  
 (Ottawa/Carleton)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 161 Elgin St.  
**Ottawa K2P 2K1**  
 613-239-1079  
 (Ottawa/Carleton)

Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 297 Pembroke St. E.  
**Pembroke K8A 3K2**  
 613-732-2541  
 (Renfrew)

Court Administrator, Criminal  
 Ontario Court (Provincial Division)  
 415-417 Pembroke St. W.  
 P. O. Box 218  
**Pembroke K8A 6X3**  
 613-735-6886  
 (Renfrew)

Court Administrator, Family  
 Ontario Court (Provincial Division)  
 297 Pembroke St. E.  
**Pembroke K8A 3K2**  
 613-735-8581  
 (Renfrew)

Court Services Manager  
 415-417 Pembroke St. W.  
**Pembroke K8A 6X3**  
 613-732-8581  
 (Renfrew)

Sheriff & Local Registrar  
 Ontario Court (General Division)  
 297 Pembroke St. E.  
**Pembroke K8A 3K2**  
 613-732-8581  
 (Renfrew)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
297 Pembroke St. E.  
**Pembroke K8A 3K2**  
613-732-2541  
(Renfrew)

Court Services Manager  
43 Drummond St. E.  
**Perth K7H 1G1**  
613-267-2021  
(Lanark)

Sheriff & Local Registrar  
Ontario Court (General Division)  
43 Drummond St. E.  
**Perth K7H 1G1**  
613-267-2021  
(Lanark)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
43 Drummond St. E.  
**Perth K7H 1G1**  
613-267-2021  
(Lanark)

Court Administrator, Criminal & Family  
Ontario Court (Provincial Division)  
Shire Hall  
332 Main St.  
P. O. Box 640  
**Picton K0K 2T0**  
613-476-2606  
(Prince Edward)

Court Services Manager  
44 Union St.  
P. O. Drawer 680  
**Picton K0K 2T0**  
613-476-6236  
(Prince Edward)

Sheriff & Local Registrar  
Ontario Court (General Division)  
44 Union St.  
P. O. Drawer 680  
**Picton K0K 2T0**  
613-476-6236  
(Prince Edward)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
44 Union St.  
P. O. Drawer 680  
**Picton K0K 2T0**  
613-476-6236  
(Prince Edward)

Bailiff  
Ontario Court (General Division)  
Small Claims Court  
142 King St. W.  
P. O. Box 2559  
**Prescott K0E 1T0**  
613-925-2496  
(Leeds/Grenville)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
315 Raglan St. S.  
P. O. Box 386  
**Renfrew K7V 4A6**  
613-432-3193  
(Renfrew)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
2884 Laporte St.  
P. O. Box 250  
**Rockland K4K 1K4**  
613-446-4782  
(Prescott/Russell)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 Simonett Bldg. St.  
 Hwy 38  
**Sharbot Lake** K0H 2P0  
 613-279-2537  
 (Frontenac)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 39 Chambers St. Plaza  
 Box 31  
**Smith Falls** K7A 4S9  
 613-283-1914  
 (Lanark)

Court Administrator, Criminal & Family  
 Ontario Court (Provincial Division)  
 39 Chambers St. Plaza  
 Box 31  
**Smith Falls** K7A 4S6  
 613-283-1906  
 (Lanark)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 80 Division St.  
**Trenton** K8V 5S5  
 613-392-1655  
 (Hastings)

East Regional Office  
 Courts Administration  
 141 Laurier Ave. W., Ste. 1111  
**Ottawa** K2P 5J3  
 613-239-1272  
 Fax 613-239-1273

## NORTHEAST REGION

### Court Offices

Ontario Court (General Division)  
 Small Claims Court  
 Ontario St., Plaza 11, Hwy. 11  
 P. O. Box 119  
**Burk's Falls** P0A 1C0  
 705-382-2571  
 (Parry Sound)

Ontario Court (General Division)  
 Small Claims Court  
 149 Fourth Ave.  
 P. O. Box 2069  
**Cochrane** P0L 1C0  
 705-272-4186  
 (Cochrane)

Ontario Court (General Division)  
 Small Claims Court  
 21 Young St.  
 P. O. Box 584  
**Chapleau** P0M 1K0  
 705-864-0712  
 (Sudbury)

Ontario Court (General Division)  
 149 Fourth Ave.  
 P. O. Box 638  
**Cochrane** P0L 1C0  
 705-272-4186  
 (Cochrane)



Ontario Court (Provincial Division)  
149 Fourth Ave.  
P. O. Box 2069  
**Cochrane** P0L 1C0  
705-272-4358  
(Cochrane)

Ontario Court (General Division)  
Small Claims Court  
14 Oakland Blvd.  
**Elliot Lake** P5A 2T1  
705-848-2383  
(Algoma)

Ontario Court (Provincial Division)  
14 Oakland Blvd.  
**Elliot Lake** P5A 2T1  
705-848-2500  
(Algoma)

Ontario Court (General Division)  
Small Claims Court  
50 Third St.  
Box 147  
**Englehart** P0J 1H0  
705-544-8177  
(Timiskaming)

Ontario Court (General Division)  
Small Claims Court  
100 Tudhope St.  
P. O. Box 126  
**Espanola** P0P 1C0  
705-869-1150  
(Sudbury)

Ontario Court (Provincial Division)  
100 Tudhope St., 2nd Flr.  
P. O. Box 1248  
**Espanola** P0P 1C0  
705-869-4334  
(Sudbury)

Ontario Court (General Division)  
27 Phipps St.  
**Gore Bay** P0P 1H0  
705-282-2461  
(Manitoulin)

Ontario Court (General Division)  
Small Claims Court  
27 Phipps St.  
**Gore Bay** P0P 1H0  
705-282-2461  
(Manitoulin)

Ontario Court (Provincial Division)  
27 Phipps St.  
P. O. Box 314  
**Gore Bay** P0P 1H0  
705-282-2531  
(Manitoulin)

Court Services Manager  
393 Main St.  
P. O. Box 609  
**Haileybury** P0J 1K0  
705-672-3321  
(Timiskaming)

Ontario Court (General Division)  
Small Claims Court  
Main St.  
P. O. Box 609  
**Haileybury** P0J 1K0  
705-672-3321  
(Timiskaming)

Ontario Court (General Division)  
393 Main St.  
P. O. Box 609  
**Haileybury** P0J 1K0  
705-672-3321  
(Timiskaming)

Ontario Court (Provincial Division)  
393 Main St.  
P. O. Box 1208  
**Haileybury** P0J 1K0  
705-672-3395  
(Timiskaming)

Ontario Court (General Division)  
Small Claims Court  
885 Centennial St.  
Box 874  
**Iroquois Falls "A"** P0K 1G0  
705-232-4374  
(Cochrane)

Ontario Court (General Division)  
Small Claims Court  
The Model City Mall  
25 Brunetville, Ste. 35  
**Kapuskasing** P5N 2E9  
705-337-1477  
(Cochrane)

Ontario Court (General Division)  
Small Claims Court  
4 Kirkland St. W.  
P. O. Box 217  
**Kirkland Lake** P2N 2G2  
705-567-7060  
(Timiskaming)

Ontario Court (Provincial Division)  
4 Kirkland St. W.  
P. O. Box 253  
**Kirkland Lake** P2N 3H7  
705-567-9381  
(Timiskaming)

Ontario Court (General Division)  
Small Claims Court  
15 Robinson St.  
P. O. Box 358  
**Little Current** P0P 1K0  
705-368-2205  
(Manitoulin)

Court Services Manager  
360 Plouffe St., Court House  
**North Bay** P1B 9L5  
705-495-8309  
(Nipissing)

Ontario Court (General Division)  
Small Claims Court  
360 Plouffe St., Court House  
**North Bay** P1B 9L5  
705-495-8309  
(Nipissing)

Court Services Manager  
89 James St.  
**Parry Sound** P2A 1T7  
705-746-1414  
(Parry Sound)

Ontario Court (General Division)  
89 James St.  
**Parry Sound** P2A 1T7  
705-746-4251  
(Parry Sound)

Ontario Court (General Division)  
Small Claims Court  
89 James St.  
**Parry Sound** P2A 1T7  
705-746-4251  
(Parry Sound)

Ontario Court (Provincial Division)  
89 James St., Main Flr.  
P. O. Box 455  
**Parry Sound** P2A 1T7  
705-746-4237  
(Parry Sound)

Court Services Manager  
426 Queen St. E.  
P. O. Box 550  
**Sault Ste. Marie** P6A 5M8  
705-759-9450  
(Algoma)

Ontario Court (General Division)  
Enforcement Office  
426 Queen St. E.  
**Sault Ste. Marie** P6A 1Z7  
705-759-9430  
(Algoma)

Ontario Court (General Division)  
Small Claims Court  
426 Queen St. E.  
**Sault Ste. Marie** P6A 1Z7  
705-759-9430  
(Algoma)

Ontario Court (General Division)  
Local Registrar's Office  
426 Queen St. E.  
P. O. Box 550  
**Sault Ste. Marie** P6A 5M8  
705-759-9450  
(Algoma)

Ontario Court (Provincial Division)  
473 Queen St. E., Ste. 100  
**Sault Ste. Marie** P6A 1Z5  
705-253-3288  
(Algoma)

Ontario Court (General Division)  
Small Claims Court  
229 Main St.  
P. O. Box 416  
**Sturgeon Falls** P0H 2G0  
705-753-1090  
(Nipissing)

Court Services Manager  
155 Elm St.  
**Sudbury** P3C 1T9  
705-671-5923  
(Sudbury)

Ontario Court (General Division)  
Enforcement Office  
155 Elm St.  
**Sudbury** P3C 1T9  
705-671-5958  
(Sudbury)

Ontario Court (General Division)  
Local Registrar's Office  
155 Elm St.  
**Sudbury** P3C 1T9  
705-671-5958  
(Sudbury)

Ontario Court (General Division)  
Small Claims Court  
38 Larch St.  
**Sudbury** P3E 3M7  
705-675-4164  
(Sudbury)

Ontario Court (Provincial Division)  
155 Elm St.  
**Sudbury** P3C 1T9  
705-671-5929  
(Sudbury)

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Ontario Court (Provincial Division)  
Family  
40 Larch St., 2nd Flr.  
**Sudbury** P3C 5M7  
705-675-4231  
(Sudbury)

Ontario Court (General Division)  
Small Claims Court  
48 Spruce St. N.  
**Timmins** P4N 6M7  
705-264-3808  
(Cochrane)

Court Services Manager  
The 101 Mall  
38 Pine St. N., Ste. 127  
**Timmins** P4N 6K6  
705-267-4358  
(Cochrane)

Ontario Court (Provincial Division)  
The 101 Mall  
38 Pine St. N., Ste. 127  
**Timmins** P4N 6K6  
705-267-7799  
(Cochrane)

Northeast Regional Office  
Courts Administration  
144 Pine St., Ste. 601  
**Sudbury** P3C 1X3  
705-675-4169  
Fax 705-675-4172

## NORTHWEST REGION

### Court Offices

Ontario Court (General Division)  
Small Claims Court  
479 Government St., Rm. 127  
P. O. Box 636  
**Dryden** P8N 2Z3  
807-223-2613  
(Kenora)

Ontario Court (Provincial Division)  
479 Government St.  
P. O. Box 3000  
**Dryden** P8N 3B3  
807-223-2348  
(Kenora)

Ontario Court (General Division)  
Small Claims Court  
333 Church St.  
**Fort Frances** P9A 1C9  
807-274-5961  
(Rainy River)

Ontario Court (General Division)  
Small Claims Court  
333 Church St.  
**Fort Frances** P9A 1C9  
807-274-5961  
(Rainy River)

Ontario Court (Provincial Division)  
333 Church St.  
**Fort Frances** P9A 1C9  
807-274-9832  
(Rainy River)

Ontario Court (General Division)  
Small Claims Court  
624 Main St.  
**Geraldton** P0T 1M0  
807-854-1488  
(Thunder Bay)



Ontario Court (General Division)  
216 Water St., Rm., 211  
**Kenora** P9N 1S4  
807-468-2842  
(Kenora)

Ontario Court (General Division)  
Small Claims Court  
216 Water St.  
**Kenora** P9N 1S4  
807-468-2842  
(Kenora)

Ontario Court (Provincial Division)  
216 Water St.  
**Kenora** P9N 1S4  
807-468-2884  
(Kenora)

Ontario Court (General Division)  
Small Claims Court  
10 Front St.  
**Nipigon** P0T 2J0  
807-887-3829  
(Thunder Bay)

Ontario Court (General Division)  
Small Claims Court  
Government Bldg.  
Howey St.  
**Red Lake** P0V 2M0  
807-727-3310  
(Kenora)

Court Services Manager  
277 Camelot St.  
**Thunder Bay** P7A 4B3  
807-343-2725  
(Thunder Bay)

Ontario Court (General Division)  
Small Claims Court  
277 Camelot St., Rm. 4  
**Thunder Bay** P7A 4B3  
807-343-2728  
(Thunder Bay)

Ontario Court (General Division,  
Registrar)  
277 Camelot St.  
**Thunder Bay** P7A 4B3  
807-343-2725  
(Thunder Bay)

Ontario Court (General Division, Sheriff)  
277 Camelot St.  
**Thunder Bay** P7A 4B3  
807-343-2700  
(Thunder Bay)

Ontario Court (Provincial Division,  
Criminal)  
1805 Arthur St. E., 2nd Flr.  
**Thunder Bay** P7E 5N7  
807-625-1610  
(Thunder Bay)

Ontario Court (Provincial Division,  
Family)  
1805 Arthur St. E., 1st Flr.  
**Thunder Bay** P7E 5N7  
807-625-1600  
(Thunder Bay)

Northwest Regional Directorate  
277 Camelot St., Main Flr.  
**Thunder Bay** P7A 4B3  
807-345-2888  
Fax 807-345-6383

## SOUTHWEST REGION

### Court Offices

Court Administrator, Criminal  
Ontario Court (Provincial Division)  
21 Seventh St.  
P. O. Box 2021  
**Chatham** N7M 5L9  
519-352-9070  
(Kent)

Court Administrator, Family  
Ontario Court (Provincial Division)  
21 Seventh St.  
P. O. Box 2021  
**Chatham** N7M 5L9  
519-352-9070  
(Kent)

Local Registrar  
Ontario Court (General Division)  
21 Seventh St., 3rd Flr.  
P. O. Box 2021  
**Chatham** N7M 5L9  
519-354-4450  
(Kent)

Sheriff  
Ontario Court (General Division)  
21 Seventh St., 1st. Flr.  
P. O. Box 2021  
**Chatham** N7M 5L9  
519-352-7740  
(Kent)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
21 Seventh St.  
P. O. Box 2021  
**Chatham** N7M 5L9  
519-354-0210/352-7740  
(Kent)

Court Administrator, Criminal & Family  
Ontario Court (Provincial Division)  
1 Court House Sq.  
P. O. Box 400  
**Goderich** N7A 1M2  
519-524-9342  
(Huron)

Sheriff and Local Registrar  
Ontario Court (General Division)  
1 Court House Sq.  
P. O. Box 400  
**Goderich** N7A 1M2  
519-524-2519  
(Huron)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
1 Court House Sq.  
P. O. Box 400  
**Goderich** N7A 1M2  
519-524-7322  
(Huron)

Deputy Bailiff  
Ontario Court (General Division)  
Small Claims Court  
1410 Oxford Ave.  
**Kingsville** N9Y 2S8  
519-733-2521  
(Essex)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
17 Division St. S.  
P. O. Box 40  
**Kingsville** N9Y 2E8  
519-733-2633  
(Essex)

**Bailiff**

**Ontario Court (General Division)**

**Small Claims Court**

**80 Dundas St. E.**

**P. O. Box 5600, Terminal "A"**

**London N6A 2P3**

**519-660-3004**

**(Middlesex)**

**Court Administrator, Criminal**

**Ontario Court (Provincial Division)**

**80 Dundas St. E.**

**P. O. Box 5600, Terminal "A"**

**London N6A 2P3**

**519-660-3013**

**(Middlesex)**

**Court Administrator, Family**

**Ontario Court (Provincial Division)**

**80 Dundas St. E.**

**P. O. Box 5600, Terminal "A"**

**London N6A 2P3**

**519-660-3013**

**(Middlesex)**

**Court Services Manager**

**80 Dundas St. E.**

**P. O. Box 5600, Terminal "A"**

**London N6A 2P3**

**519-660-3049**

**(Middlesex)**

**Local Registrar**

**Ontario Court (General Division)**

**80 Dundas St. E.**

**P. O. Box 5600, Terminal "A"**

**London N6A 2P3**

**519-660-3054**

**(Middlesex)**

**Sheriff**

**Ontario Court (General Division)**

**80 Dundas St. E.**

**P. O. Box 5600, Terminal "A"**

**London N6A 2P3**

**519-660-3004**

**(Middlesex)**

**Small Claims Court Clerk**

**Ontario Court (General Division)**

**Small Claims Court**

**80 Dundas St. E.**

**P. O. Box 5600, Terminal "A"**

**London N6A 2P3**

**519-660-3000**

**(Middlesex)**

**Bailiff**

**Ontario Court (Provincial Division)**

**700 Christina St. N.**

**Sarnia N7V 3C2**

**519-337-7964**

**(Lambton)**

**Court Administrator, Criminal**

**Ontario Court (Provincial Division)**

**700 Christina St. N.**

**P. O. Box 2017**

**Sarnia N7T 7L1**

**519-336-8830**

**(Lambton)**

**Court Administrator, Family**

**Ontario Court (Provincial Division)**

**700 Christina St. N.**

**P. O. Box 2628**

**Sarnia N7T 7V8**

**519-337-2346**

**(Lambton)**

Court Services Manager  
700 Christina St. N.  
**Sarnia** N7V 3C2  
519-337-5314  
(Lambton)

Local Registrar  
Ontario Court (General Division)  
700 Christina St. N.  
P. O. Box 2567  
**Sarnia** N7T 7V8  
519-337-5314  
(Lambton)

Sheriff  
Ontario Court (General Division)  
700 Christina St. N.  
P. O. Box 2598  
**Sarnia** N7T 7V8  
519-337-8940  
(Lambton)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
700 Christina St. N.  
**Sarnia** N7V 3C2  
519-337-7964  
(Lambton)

Court Services Manager  
145 Curtis St.  
P. O. Box 310  
**St. Thomas** N5P 3T9  
519-633-3530  
(Elgin)

Local Registrar  
Ontario Court (General Division)  
145 Curtis St.  
P. O. Box 310  
**St. Thomas** N5P 3T9  
519-633-1720  
(Elgin)

Sheriff  
Ontario Court (General Division)  
145 Curtis St.  
P. O. Box 310  
**St. Thomas** N5P 3T9  
519-631-3530  
(Elgin)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
145 Curtis St.  
P. O. Box 310  
**St. Thomas** N5P 3T9  
519-631-1241  
(Elgin)

Court Administrator, Criminal & Family  
Ontario Court (Provincial Division)  
Justice Bldg.  
100 St. Patrick St.  
Box 1010  
**Stratford** N5A 6W4  
519-271-9252  
(Perth)

Court Services Manager  
Justice Bldg.  
100 St. Patrick St.  
Box 1010  
**Stratford** N5A 6W4  
519-271-9252  
(Perth)

Sheriff & Local Registrar  
Ontario Court (General Division)  
1 Huron St.  
P. O. Box 726  
**Stratford** N5A 6V6  
519-271-1850  
(Perth)



Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
1 Huron St.  
P. O. Box 726  
**Stratford** N5A 6V6  
519-271-4940  
(Perth)

Small Claims Court Clerk & Bailiff  
Ontario Court (General Division)  
Small Claims Court  
52 Frank St.  
**Strathroy** N7G 2R4  
519-245-1477  
(Middlesex)

Bailiff  
Ontario Court (General Division)  
Small Claims Court  
250 Windsor Ave., 4th Flr.  
**Windsor** N9A 6K1  
519-973-6600  
(Essex)

Court Administrator, Criminal  
Ontario Court (Provincial Division)  
City Hall Sq.  
P. O. Box 607  
**Windsor** N9A 6N4  
519-254-2591  
(Essex)

Court Administrator, Family  
Ontario Court (Provincial Division)  
250 Windsor Ave., 4th Flr.  
**Windsor** N9A 6V9  
519-973-6625  
(Essex)

Court Services Manager  
245 Windsor Ave.  
**Windsor** N9A 1J2  
519-973-6604  
(Essex)

Local Registrar  
Ontario Court (General Division)  
245 Windsor Ave.  
**Windsor** N9A 1J2  
519-973-6620  
(Essex)

Sheriff  
Ontario Court (General Division)  
250 Windsor Ave., 4th Flr.  
**Windsor** N9A 6K1  
519-973-6600  
(Essex)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
245 Windsor Ave.  
**Windsor** N9A 1J2  
519-973-6665  
(Essex)

Court Administrator, Criminal & Family  
Ontario Court (Provincial Division)  
415 Hunter St.  
P. O. Box 70  
**Woodstock** N4S 7W5  
519-539-6187  
(Oxford)

Sheriff and Local Registrar  
Ontario Court (General Division)  
415 Hunter St.  
P. O. Box 70  
**Woodstock** N4S 7W5  
519-539-6187  
(Oxford)

Small Claims Court Clerk & Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 415 Hunter St.  
 P. O. Box 70  
**Woodstock** N4S 7W5  
 519-539-6187  
 (Oxford)

Southwest Regional Office  
 Courts Administration  
 Court House  
 80 Dundas St. W., Rm. 1-083  
**London** N6A 1E7  
 519-660-3090  
 Fax 519-660-3098

## TORONTO REGION

### Court Offices

Court Administrator, Criminal  
 Ontario Court (Provincial Division)  
 1000 Finch Ave. W.  
**Downsview** M3J 2V5  
 416-314-4208  
 (York)

Court Administrator, Criminal  
 Ontario Court (Provincial Division)  
 80 The East Mall  
**Etobicoke** M8Z 5X6  
 416-314-3962  
 (York)

Court Administrator, Family  
 Ontario Court (Provincial Division)  
 160 Silverhill Dr.  
**Etobicoke** M9B 3W7  
 416-236-2553  
 (York)

Court Services Manager  
 160 Silverhill Dr.  
**Etobicoke** M9B 3W7  
 416-236-2139  
 (York)

Bailiff  
 Ontario Court (General Division)  
 Small Claims Court  
 47 Sheppard Ave. E., 2nd Flr.  
**North York** M2N 5X5  
 416-327-1153  
 (York)

Court Administrator, Family  
 Ontario Court (Provincial Division)  
 47 Sheppard Ave. E., 3rd Flr.  
**North York** M2N 5N1  
 416-730-0422  
 (York)

Court Administrator, Provincial Offences  
 Ontario Court (Provincial Division)  
 47 Sheppard Ave. E., 1st Flr.  
**North York** M2N 5X6  
 416-226-5440  
 (York)

Court Services Manager  
 47 Sheppard Ave. E., 3rd Flr.  
**North York** M2N 5N1  
 416-730-8191  
 (York)

Manager, Small Claims Court  
Ontario Court (General Division)  
Small Claims Court  
47 Sheppard Ave. E., 2nd Flr.  
**North York** M2N 5X5  
416-225-4846  
(York)

Bailiff  
Ontario Court (General Division)  
Small Claims Court  
2130 Lawrence Ave. E., Ste. 300  
**Scarborough** M1R 5B9  
416-327-1153  
(York)

Court Services Manager  
1911 Eglinton Ave. E.  
**Scarborough** M1L 4P4  
416-757-5076  
(York)

Manager, Court Support  
Ontario Court (Provincial Division)  
1911 Eglinton Ave. E.  
**Scarborough** M1L 4P4  
416-757-3686  
(York)

Manager, Family Court Services  
Ontario Court (Provincial Division)  
1911 Eglinton Ave. E.  
**Scarborough** M1L 4P4  
416-755-9200  
(York)

Small Claims Court Clerk  
Ontario Court (General Division)  
Small Claims Court  
2130 Lawrence Ave. E., Ste. 300  
**Scarborough** M1R 5B9  
416-327-1155  
(York)

Bailiff  
Ontario Court (General Division)  
Small Claims Court  
2265 Keele St., Main Flr.  
**Toronto** M6M 3Z7  
416-235-4632  
(York)

Bailiff  
Ontario Court (General Division)  
Small Claims Court  
600 Bay St., Rm. 403  
**Toronto** M5G 1M6  
416-977-3805  
(York)

Court of Appeal  
130 Queen St. W.  
**Toronto** M5H 2N5  
416-327-5021

Court Services Manager  
361 University Ave., 1st Flr.  
**Toronto** M5G 1T9  
416-327-5568  
(Metro Toronto)

Court Services Manager  
60 Queen St. W.  
**Toronto** M5H 2M4  
416-327-5896  
(Metro Toronto)

Manager, Civil Court  
Ontario Court (General Division)  
Small Claims Court  
444 Yonge St., 2nd Flr.  
**Toronto** M5B 2H4  
416-325-8924  
(York)

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Manager, Court & Administration Services  
 Ontario Court (Provincial Division)  
 60 Queen St. W.  
**Toronto M5H 2M4**  
 416-327-5830  
 (York)

Manager, Criminal Court  
 Ontario Court (Provincial Division)  
 444 Yonge St., 2nd Flr.  
**Toronto M5B 2H4**  
 416-325-8962  
 (York)

Manager, Family Court  
 Ontario Court (Provincial Division)  
 311 Jarvis St.  
**Toronto M5B 2C4**  
 416-327-6853  
 (York)

Manager, Finance & Enforcement  
 Ontario Court (Provincial Division)  
 60 Queen St. W.  
**Toronto M5H 2M4**  
 416-327-5831  
 (York)

Ontario Court (General Division)  
 361 University Ave., Rm. 110  
**Toronto M5G 1T3**  
 416-327-5440

**TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)**  
**BANKRUPTCY COURT/COMMERCIAL LIST OFFICE**  
 145 Queen St. W., Rm. 118  
**Toronto M5H 2N9**  
 416-327-5044  
 Fax 416-327-6228

This office hears applications for bankrupts and trustee in **bankruptcy** discharges, petitions for receiving order, approval of proposals, motions and trials filed under the Bankruptcy Act. Also deals with receiverships, winding up of corporations, shareholder agreements. **Commercial Court** sits only in Toronto, other Bankruptcy Offices located in London and Ottawa.

Ontario Court (General Division)  
 145 Queen St. W., Rm. 104  
**Toronto M5H 2N9**  
 416-327-5512

Registrar of Estates  
 Ontario Court (General Division)  
 439 University Ave., 3rd Flr.  
**Toronto M5G 1Y8**  
 416-326-2940

Sheriff  
 Ontario Court (General Division)  
 361 University Ave., Rm. 109  
**Toronto M5G 1T3**  
 416-327-5600

Small Claims Court Clerk  
 Ontario Court (General Division)  
 Small Claims Court  
 2265 Keele St., Ste. 209  
**Toronto M5M 5B8**  
 416-249-8251  
 (York)

Toronto Regional Office  
 Courts Administration  
 720 Bay St., 2nd Flr.  
**Toronto M5G 2K1**  
 416-326-4250  
 Fax 416-326-2073



TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)  
CENTRAL OFFICE  
145 Queen St. W., Rm. 104E  
Toronto M5H 2N9  
416-327-5505  
Fax 416-327-5529

This office issues statements of claim and accepts pleadings filed in conjunction with civil actions commenced in this office. It issues petitions for **divorce** and certificates of divorce for the Toronto Region. Appointments for the assessment of party and party bills are also handled by this office. Landlord and Tenant matters are handled through the General Office at 361 University Ave., Toronto (327-5440).

TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)  
CERTIFICATION REGISTRY OFFICE/ ENTRY OFFICE  
145 Queen St. W., Rm. 104E  
Toronto M5H 2N9  
416-327-5530  
Fax 416-327-5527

This office issues **certified** copies of court orders for civil, divorce and family law actions, also issues **writs** of seizure and sale, notices of **garnishments** for actions commenced in the Central Office, Room 104.

TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)  
COURT REPORTERS OFFICE  
180 Dundas St. W., Ste. 1300  
Toronto M5G 1Z8  
416-965-2824

This office provides written **transcripts** of certain **court** proceedings.

TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)  
COURT SERVICES MANAGER'S OFFICE  
361 University Ave., Rm. 113  
Toronto M5G 1T3  
416-327-5567  
Fax 416-327-5272

This office provides administrative and technical support to all offices of the Ontario Court (General Division).

TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)  
CRIMINAL OFFICE  
361 University Ave., Rm. 241  
Toronto M5G 1T3  
416-327-5917

This office handles all criminal motions (**bail** applications, bail review, certiorari, etc.) before the **court**. Receives indictments and information from Crown Attorneys and Ontario Court (Provincial Division), criminal offices.

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TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)  
DIVISIONAL COURT  
130 Queen St. W., Rm. 171  
Toronto M5H 2N5  
416-327-5100  
Fax 416-327-5080

The Divisional Court has the jurisdiction to hear civil **appeals** from administrative tribunals and the Small Claims Court as well as applications for judicial review. This **court** sits in Toronto, Ottawa, London, Milton, Newmarket, Thunder Bay, Sudbury and Hamilton. The telephone numbers for the regional offices outside of Toronto are: Ottawa 613-239-1105, London 519-660-3026, Milton 905-878-7281, Newmarket 905-853-4809, Thunder Bay 807-343-2725, Sudbury 705-671-5958 and Hamilton 905-528-6708.

TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)  
FAMILY LAW OFFICE  
145 Queen St. W., Rm. 311  
Toronto M5H 2N9  
416-327-5542  
Fax 416-327-5527

This office handles claims, motions and applications filed under the **Divorce Act, Family Law Reform Act, Children's Law Reform Act**. It deals with access, support and **custody issues**, and division of property.

TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)  
GENERAL OFFICE  
361 University Ave., Rm. 110  
Toronto M5G 1T3  
416-327-5440  
Fax 416-327-5445

This office issues statements of claim and accepts pleadings filed in conjunction with civil actions commenced in this office. It handles Landlord and Tenant matters. It also issues **certified** copies of orders, **writs** of seizure and sale, **garnishments** from actions commenced in this office. Divorce matters are handled through the Central Office at 145 Queen St. W., Toronto (327-5505).

TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)  
MASTERS OFFICE  
145 Queen St. W., Rm. 223  
Toronto M5H 2N9  
416-327-5481  
416-327-5481 Construction Liens  
Fax 416-327-5484

The Masters are judicial officers who have jurisdiction to consider certain motions in Ontario Court (General Division) proceedings. They also handle matters filed under the **Construction Lien Act**. In addition to Toronto, Master's Offices are located in Windsor and Ottawa.

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**TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)**  
**MOTIONS COURT OFFICE**  
145 Queen St. W., Rm. 123  
Toronto M5H 2N9  
416-327-5463  
Fax 416-327-5527

This office issues applications and handles civil motions (excluding Family Law matters) to be heard by a judge of the Ontario Court (General Division). Appointments by counsel for motions exceeding 2 hours must be obtained from this office. Motions, under 2 hours, can be heard on any sitting day provided material is filed in the Motions Court Office prior to 2:00pm on the day before the hearing.

**TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)**  
**SHERIFF'S OFFICE**  
361 University Ave., Rm. 109  
Toronto M5G 1T3  
416-327-5600  
Fax 416-327-5272

This office handles the enforcement of civil orders and judgments, service of process, and evictions. It is also responsible for the calling and empanelling of **juries** and putting writs of execution into effect.

**TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)**  
**TRIAL OFFICE (CIVIL)**  
361 University Ave., Rm. 405  
Toronto M5G 1T3  
416-327-5320

This office schedules all civil actions for pretrial and trial. Pre-trial inquiries (327-6127), Assignment Court (327-5699), Status Hearings (327-5324).

**TORONTO REGION, ONTARIO COURT (GENERAL DIVISION)**  
**TRIAL OFFICE (CRIMINAL)**  
361 University Ave., Rm. 408  
Toronto M5G 1T3  
416-327-5606

This office schedules criminal actions for trial with the exception of federal indictments (drug offences) which are scheduled by the Federal Criminal Trial Coordinator at 327-5419.

**CRIMINAL LAW DIVISION**  
720 Bay St., 9th, 10th & 11th Flrs.  
Toronto M5G 2K1  
416-326-2615

The Criminal Law Division's management structure is organized so that decision-making and service to the general public are divided among three head office directors and eight regional directors of crown attorneys. The directors report to the Assistant Deputy Attorney General Criminal Law.

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## CROWN ATTORNEYS

The Crown Attorneys are responsible for conducting **prosecutions of offences** in their region under the **Criminal Code of Canada** and other federal statutes such as the **Young Offenders Act**. Prosecutions are also conducted under provincial statutes, such as the **Highway Traffic Act** and the **Liquor Licence Act**. Exercising the Attorney General's discretionary powers with respect to prosecutions, the Crown Attorneys and their assistants choose the appropriate charge on which to proceed, consider the release of prisoners pending **trial**, and conduct trials at all levels of court.

Crown Attorneys also watch over private summary conviction prosecutions, intervene if required in the interests of the community, and represent the Crown in all summary conviction appeals held in the district courts. Additional responsibilities include acting as counsel to the **coroner** during **inquests**, and advising the **police, lawyers** and the public on general matters related to the administration of justice.

Crown Attorneys are divided among eight regions across Ontario and headed by regional directors.

Central West Region  
201 County Court Blvd., Ste. 302  
**Brampton** L6W 4L2  
905-452-7494  
Fax 905-452-9470

Central South Region  
50 Main St. E.  
**Hamilton** L8N 1E9  
905-528-9188  
Fax 905-528-5578

Southwest Region  
150 Dufferin Ave., Ste. 202  
**London** N6A 5N6  
519-661-2883  
Fax 519-661-2887

Central East Region  
1091 Gorham St., 2nd Flr.  
**Newmarket** L3Y 7V1  
905-836-5624  
Fax 905-836-5620

East Region  
161 Elgin St., Ste. 3225  
**Ottawa** K2P 2K1  
613-239-1222  
Fax 613-239-1420

Northeast Region  
144 Pine St., Ste. 600  
**Sudbury** P3C 1X3  
705-675-4166  
Fax 705-675-4172

Northwest Region  
277 Camelot St.  
**Thunder Bay** P7A 4B3  
807-345-2888  
Fax 807-345-6383

Toronto Region  
720 Bay St., 6th Flr.  
**Toronto** M5G 2K1  
416-326-4487  
Fax 416-326-4488

## DIRECTOR OF CRIMINAL PROSECUTIONS

720 Bay St., 11th Flr.  
Toronto M5G 2K1  
416-326-2619

The Director Of Criminal Prosecutions provides legal advice to the Attorney General, Assistant Deputy Attorney General Criminal Law, Crown Attorneys' System and the Criminal Law Division on matters relating to criminal prosecutions. The Director assists in



the formulation of prosecution policies and programs of the Criminal Law Division, and prosecutes major allegations of wrongdoing in the administration of justice and wrongdoing by persons employed in the administration of justice and other criminal matters as directed by the Assistant Deputy Attorney General Criminal Law.

#### DIRECTOR OF CROWN LAW OFFICE CRIMINAL

720 Bay St., 10th Flr.  
Toronto M5G 2K1  
416-326-4600

This office is responsible for the preparation and argument of all criminal appeals to the Supreme Court of Canada and Court of Appeal for Ontario in indictable offences in the province, whether the Crown is the respondent or the appellant. Activities include dealing with the judiciary, Crown attorneys, police and the public, conducting special **prosecutions** and developing criminal law policy.

Crown Law Office Criminal also provides a **racial attack advice service** by telephone to victims of racially-motivated **criminal offences** (326-4574), including physical **assaults** where the police have not laid charges. Lawyers inform callers of their right to lay charges and the procedure to follow.

#### DIRECTOR OF DIVISIONAL PLANNING AND ADMINISTRATION

720 Bay St., 9th Flr.  
Toronto M5G 2K1  
416-326-2400

The Director of Divisional Planning and Administration has the organizational responsibility for coordinating strategic and operational planning and policy implementation in addition to financial, administrative, human resource and information technology coordination for the Criminal Law Division. The **Victim/Witness Assistance Program** is also included in this branch.

### FINANCE AND ADMINISTRATION DIVISION

#### ACCOUNTANT OF THE ONTARIO COURT (GENERAL DIVISION)

123 Edward St., Ste. 610  
Toronto M5G 1E3  
416-965-5596  
Fax 416-965-2115

This office is the depository for all money, **mortgages** and **securities** paid into, or lodged with, the Ontario Court (General Division). These monies, mortgages and securities are received and disbursed or released pursuant to judgments and orders of the Accountant of the Ontario Court (General Division), and in accordance with the **Courts of Justice Act** and other relevant statutes. Where monies are in court to the credit of infants, this office administers the funds until the **children** reach the age of majority.

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## AUDIT SERVICES BRANCH

720 Bay St., 5th Flr.  
Toronto M5G 2K1  
416-326-4223  
Fax 416-326-4219

The branch is responsible for the Ministry's audit functions, which include comprehensive review and appraisal of financial, administrative and operational records, systems and controls.

## COMPUTER AND TELECOMMUNICATIONS SERVICES BRANCH

720 Bay St., 6th Flr.  
Toronto M5G 2K1  
416-326-2000

The Computer and **Telecommunications** Services Branch (CTSB) is responsible for the development of new computer systems and the enhancement and support of systems already in production in the Ministry. Activities include designing corporate information resource structures, performing contingency and capacity planning, and ensuring security of data access and facilities.

The branch evaluates, implements and supports office automation and provides expertise and consultations on the appropriate use and implementation of office automation **technology** to Ministry management.

The branch coordinates training and provides consulting services to Ministry end-users of computer systems. The coordination of voice and electronic communication systems for the Ministry is also planned, managed and implemented by this branch.

## FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH

720 Bay St., 5th Flr.  
Toronto M5G 2K1  
416-326-4400  
Fax 416-326-4312

The branch provides effective appropriation control for all the funds voted to the Ministry and its agencies by the Legislature and in-year allocation approved by the Treasury Board; and provides related financial and administrative support services.

The branch provides senior management with the financial information and planning framework required to determine the effective allocation of corporate resources; maintains a fair and equitable procurement system required to ensure that quality goods and services are acquired at the best price from the widest range of potential suppliers; and establishes appropriate financial and administrative policies and procedures.

The branch also assists **royal commissions** and **judicial inquiries** with logistical and administrative support. Advice is offered on administration and operational guidelines.

Other responsibilities include drafting and coordinating the processing of Orders-in-Council and Regulations for the Ministry and administering the **Public Institutions Inspection Act**.

## FREEDOM OF INFORMATION AND PRIVACY OFFICE

720 Bay St., 5th Flr.  
Toronto M5G 2K1  
416-326-4300  
Fax 416-326-4307

The Freedom of Information and Privacy Office (FOI) coordinates the implementation and administration of the Freedom of Information and Protection of Privacy Act within the Ministry. Responsibilities include developing policies, procedures and guidelines, tracking and responding to access requests from the public, coordinating appeal and mediation processes, preparing statistical reports, and ensuring adherence to privacy provisions and other legislative requirements of the Act. A public **reading room** for the review of manuals and other information is open during regular office hours at 720 Bay St., 5th Flr., Toronto M5G 2K1.

## HUMAN RESOURCES BRANCH

720 Bay St., 3rd Flr.  
Toronto M5G 2K1  
416-326-4490

The Human Resources Branch develops, coordinates and administers a full range of personnel and payroll services within the Ministry of the Attorney General. Responsibilities include the establishment and administration of Ministry human resources policies and procedures, classification and compensation levels, recruitment, training and development, workforce planning, employee counselling, and employee relations. The branch also maintains the Ministry's personnel, payroll and employee benefits records; liaises with the Management Board Secretariat and the Ontario Public Service Employees Union (OPSEU), and administers the **Blind Persons' Rights Act**. This Act states that **blind** persons shall not be denied **accommodation**, services or facilities or experience **discrimination** because they keep or are accompanied by a guide **dog**. As proof of entitlement to the Act's provisions, the branch issues an identification card, with a picture of the blind person and the dog, upon successful completion of an approved training program.

## LEGISLATIVE COUNSEL SERVICES

Whitney Block, 3rd Flr., Ste. 3600  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1A2  
416-326-2841  
Fax 416-326-2806

Legislative Counsel Services are provided to Members of Provincial Parliament (MPPs), government ministers and ministry officials. The Office of Legislative Counsel drafts **legislation** (bills and regulations) in French and English; prepares the Statutes of Ontario (annual books of statutes) and the Revised Statutes of Ontario or RSOs (a consolidation of statutes, revised every ten years); and files and publishes regulations. A list of other statutes that still have the force of law may be found in Schedule C, Volume 12, Revised Statutes of Ontario 1990 and in the Table of Private Acts published in the same Volume 12. For information on statutes and regulations in French and English, call this office. Copies of

legislation and bills are available for walk-in customer service or by writing to Publications Ontario, 880 Bay St., Toronto M7A 1N8, 326-5320 (see entry under Ministry of Government Services).

## **POLICY DEVELOPMENT DIVISION**

720 Bay St., 7th & 11th Flrs.

Toronto M5G 2K1

416-326-2500

Fax 416-326-2699

The Policy Development Division's functions include: **research** and analysis of all aspects of the administration of civil justice in Ontario; continual review of the statutes administered by the Ministry; and development of its legislative program. The division also oversees legal aid and development of equality rights initiatives, and advises the Attorney General and the Deputy Minister on the progress of bills during **legislation**.

## **ROYAL COMMISSIONS, SPECIAL PURPOSE BODIES AND OTHERS**

180 Dundas St. W., 22nd Flr.

Toronto M5G 1Z8

416-325-8747

Fax 416-325-8739

There are several categories of Ontario Government agencies, boards and commissions.

Royal Commissions are investigatory bodies appointed by Order in Council under the **Public Inquiries Act** to inquire into a specific public concern. The Act, administered by the Ministry of the Attorney General, governs the methods and procedures used by a commission, e.g. subpoena powers, hearings. Royal Commissions report to the Cabinet. Over 30 different commissions have been appointed since 1973 to investigate sudden or catastrophic events (e.g. Royal Commission on the Grand River Flood), examine the conduct of public service employees (e.g. Royal Commission Concerning Police Activities), or assist the government in determining policy (e.g. Royal Commission on Health Records).

**Judicial inquiries** involve tribunals, which are usually short-term. They may be appointed under specific Acts to examine special legal circumstances, and pass judgments based on government policy or law.

## **COMMISSION OF INQUIRY RE: JUDGE W.P. HRYCIUK, JUDGE OF ONT. COURT (PROV DIV)**

180 Dundas St. W., 22nd Flr.

Toronto M5G 1Z8

416-325-8747

Fax 416-325-8739

The Honourable Madam Justice Jean L. MacFarland was appointed by Order in Council #369/93 on February 3, 1993 to inquire into the question of whether His Honour Judge Walter P. Hryciuk, a judge of the Ontario Court (Provincial Division), should be removed from office.



## COMMISSION ON SYSTEMIC RACISM IN THE ONTARIO CRIMINAL JUSTICE SYSTEM

180 Dundas St. W., Ste. 2004

Toronto M5G 1Z8

416-327-6800

Fax 416-327-6798

By Order in Council #2909/92 dated October 1, 1992, Commission Co-Chairs David Cole and Margaret Gittens and Commissioners Toni Williams, Sri-Guggan Sri-Skanda-Rajah, Moy Tam and Ed Ratushny were appointed. The Commission will inquire into, report upon and make recommendations with respect to systemic racism and the extent of its impact on the Ontario criminal justice system.

## ONTARIO LAW REFORM COMMISSION

720 Bay St., 11th Flr.

Toronto M5G 2K1

416-326-4200

Fax 416-326-4693

Ontario Law Reform Commission is an independent legal research institute which inquires into any matter relating to law reform, the administration of justice, or judicial and quasi-judicial procedures. To carry out this function, the Commission conducts legal **research**, and issues reports containing recommendations for changes in the law. Commission reports are available at Publications Ontario, 880 Bay St., Toronto M7A 1N8, 326-5300 or call toll free 1-800-668-9938.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others. Some agencies of the Ministry of the Attorney General are listed below. Contact the information or communications branch for unlisted agencies.

## CHILDREN'S LAW REFORM ACT

The Children's Law Reform Act, expanded by a major amendment in 1982, abolishes the legal concept of illegitimacy from the law of Ontario. Interested persons are permitted to seek declaratory judgments of parentage. The Act also contains general evidentiary rules for the establishment of paternity. The 1982 amendment deals with the guardianship of children's estates, custody of and access to **children**, and international enforcement of custody orders.

## FAMILY LAW ACT

The Family Law Act recognizes marriage as an equal partnership, with each partner being entitled to equitable division of family property and having equal responsibility for the support of family dependents. The Act also extends the rights and obligations of spousal **support** and child custody to certain couples who have cohabited in common law unions. Persons who wish to make their own arrangements and opt out of the Act's proposed scheme may enter into **domestic contracts**.

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**ONTARIO LEGAL AID PLAN**

Provincial Director's Office  
481 University Ave., Ste. 200  
Toronto M5G 2G1  
416-979-1446  
416-979-1321 Research Facility

The Ontario Legal Aid Plan (**OLAP**) is operated by the **Law Society of Upper Canada** for the Attorney General. The purpose of the Ontario **Legal Aid Act** is to ensure that no one is denied the services of a **lawyer** in serious legal matters, for lack of money. Every Ontario resident and, in certain cases, non-residents may apply for **legal aid**. Qualification is based on financial need and the type of case. The applicant might pay nothing, a portion, or all costs of the legal aid. The legal aid certificate entitles a person to retain a lawyer, who will be reimbursed by OLAP. The issuance of the certificate depends on the applicant's financial situation. A separate committee, the Clinic Funding Committee, administers **grants** to clinics providing legal services to the community. Student legal aid societies in six Ontario law schools are also funded by the Plan. General information on OLAP is available from the main office listed above. To apply for legal aid, contact the local OLAP office listed under Legal Aid in the white pages of telephone directories.

**ACTS****ACTS**

The Ministry of the Attorney General is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Policy Development Division.

Absconding Debtors Act  
Absentees Act  
Accidental Fires Act  
Accumulations Act  
Administration of Justice Act  
Age of Majority and Accountability Act  
Aliens' Real Property Act  
Anglican Church of Canada Act, 1979  
Arbitrations Act  
Architects Act  
Assessment Review Board Act  
Bail Act  
Barristers Act  
Blind Persons' Rights Act  
Bulk Sales Act  
Business Records Protection Act  
Charitable Gifts Act  
Charities Accounting Act  
Children's Law Reform Act  
Commissioners for Taking Affidavits Act  
Compensation for Victims of Crime Act  
Construction Lien Act  
Conveyancing and Law of Property Act  
Costs of Distress Act  
Courts of Justice Act  
Creditors' Relief Act  
Crown Administration of Estates Act  
Crown Agency Act  
Crown Attorneys Act  
Crown Witnesses Act  
Disorderly Houses Act  
Dog Owner's Liability Act  
Employers and Employees Act  
English and Wabigoon River Systems Mercury  
Contamination Settlement Agreement Act, 1986  
Escheats Act  
Estates Act  
Estates Administration Act  
Evidence Act  
Execution Act  
Expropriations Act  
Family Law Act

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Family Support Plan Act  
Fines and Forfeitures Act  
Fraudulent Conveyances Act  
Frustrated Contracts Act  
Gaming Act  
Habeas Corpus Act  
Hospitals and Charitable Institutions Inquiries Act  
Hotel Registration of Guests Act  
Innkeepers Act  
International Commercial Arbitration Act  
International Sale of Goods Act  
Interpretation Act  
Interprovincial Summonses Act  
Intervenor Funding Project Act  
Judicial Review Procedure Act  
Juries Act  
Justices of the Peace Act  
Landlord and Tenant Act  
Law Society Act  
Legal Aid Act  
Legal Professions Statute Law Amendment Act  
Libel and Slander Act  
Limitations Act  
Members' Conflict of Interest Act  
Mental Incompetency Act  
Mercantile Law Amendment Act  
Ministry of the Attorney General Act  
Minors' Protection Act  
Mortgages Act  
Negligence Act  
Notaries Act  
Occupiers' Liability Act  
Ontario Law Reform Commission Act  
Ontario Municipal Board Act  
Partition Act  
Pawnbrokers Act  
Perpetuities Act  
Police Services Act (Part VI)  
Powers of Attorney Act  
Proceedings Against the Crown Act  
Professional Engineers Act  
Property and Civil Rights Act  
Provincial Offences Act  
Public Accountancy Act  
Public Authorities Protection Act  
Public Halls Act  
Public Inquiries Act  
Public Institutions Inspection Act  
Public Officers Act

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Public Trustee Act  
Reciprocal Enforcement of Judgments (U.K.) Act  
Reciprocal Enforcement of Judgments Act  
Reciprocal Enforcement of Support Orders Act  
Regulations Act  
Regulations Revision Act, 1989  
Religious Freedom Act  
Religious Organizations' Lands Act  
Sale of Goods Act  
Settled Estates Act  
Short Forms of Leases Act  
Solicitors Act  
South African Trust Investments Act  
Statute of Frauds  
Statutes Act  
Statutes Revision Act, 1989  
Statutory Powers Procedure Act  
Succession Law Reform Act  
Support and Custody Orders Enforcement Act  
Ticket Speculation Act  
Time Act  
Transboundary Pollution Reciprocal Access Act  
Trespass to Property Act  
Trustee Act  
Unconscionable Transactions Relief Act  
University Expropriation Powers Act  
Variation of Trusts Act  
Vendors and Purchasers Act  
Wages Act  
Warehouse Receipts Act

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## MINISTRY OF CITIZENSHIP

77 Bloor St. W., 5th Flr.  
Toronto M7A 2R9

The Ministry of Citizenship plays a leadership role in the development of government policies and programs that address access and equality issues for those communities facing barriers to full participation in Ontario society.

The Ministry is committed to working in close cooperation with the province's cultural, racial, aboriginal, disabled and senior citizens communities to ensure these groups share in the social and economic benefits of life in Ontario.

Key areas of responsibility fall into the following categories: Multiculturalism; immigrant settlement and integration; aboriginal community development; anti-racism; human rights; disability issues; and seniors' issues. The Ministry is also responsible for overseeing the development of policy in three crucial areas of access and equity in Ontario: employment equity, access to professions and trades by foreign-trained individuals, and advocacy.

The Ministry of Citizenship's policy development and program delivery functions are carried out by: Policy Services Branch; Citizenship Development/Field Services; Native Community Branch; Anti-Racism Secretariat; Office for Disability Issues; Office for Seniors' Issues; and Access to Professions and Trades Unit.

Internal support services shared with the Ministry of Culture, Tourism and Recreation are human resources, finance, legal, administration, systems and audit.

Reporting to the government through the Minister of Citizenship are: the Ontario Human Rights Commission, the Office of the Employment Equity Commissioner, the Ontario Advisory Council on Multiculturalism and Citizenship, the Ontario Advisory Council for Disability Issues, and the Ontario Advisory Council on Senior Citizens.

### DEPUTY MINISTER'S OFFICE

#### ACCESS TO PROFESSIONS AND TRADES UNIT

77 Bloor St. W., 16th Flr.  
Toronto M7A 2R9  
416-326-6260  
416-326-6209 Grants Support  
Fax 416-326-6265

The Access to Professions and Trades Unit (APT) promotes change to policies, practices and systems to ensure that individuals educated/trained outside Ontario are treated fairly when seeking licensure or certification in their occupation.

APT administers a grant program known as the **Demonstration Project Fund (DPF)**. The DPF targets and provides support to professional and trades **licensing or certification** bodies, labour organizations, professional associations, broader public sector organizations, and voluntary community organizations to undertake projects which address the removal of systemic barriers. Identified barriers which prevent individuals educated/trained outside

Ontario from gaining access to their chosen profession/trade can be in relation to some aspect of: Licensure Testing, Language Testing, Review and Appeal processes, Supplementary Training/Education, Prior Learning Assessment/Credential Assessment.

APT contributes to Ministry policy development activities for access-related issues, as well as to immigration and settlement policy matters. In addition, APT acts as a resource within government on access-related issues and activities.

APT works closely with other ministries to address access-related issues among the ministries' client groups.

## CITIZENSHIP DEVELOPMENT/FIELD SERVICES

### CITIZENSHIP DEVELOPMENT OFFICE

77 Bloor St. W., 5th Flr.

Toronto M7A 2R9

416-314-7520

The branch promotes equal opportunity, appreciation, understanding and respect among Ontario's culturally and racially diverse population and the organizations that serve them. The branch develops and delivers programs to: accelerate socio-economic participation of immigrants and newcomers, improve equity in treatment and access to services, and support organizational change to respond to the reality of Ontario's cultural diversity.

Organizational Development and Training focuses on the following major areas: immigrant settlement, **community** participation, **multicultural** development, organizational change, and intercultural communication. Within these program areas, these sections provide consulting services to the public, private and non-profit sectors; develop print and **audio-visual** resources; and support training.

Settlement and Integration supports the professional development of settlement workers through **training** and resource production. Through community development initiatives such as the **Wife Assault** and **Interpreter Services**, it collaborates with community organizations in providing access by abused immigrant women and other non-English speaking persons to government services.

Citizenship Education supports and develops programs related to settlement, orientation and language training of **immigrants** and **refugees**, and assists other organizations and government ministries in providing access to their services. Multilingual **publications** such as the Newcomers' Guide to Services in Ontario are available to immigrants, and intermediaries working with them. Other materials and referral for **English-as-a-Second-Language (ESL)** are available at 314-7520.

The Ontario Honours and Awards (OHA) office administers eight major provincial awards, including The **Order of Ontario**, to acknowledge individual achievements and excellence; the **Medal for Policy Bravery**; the **Medal for Firefighters' Bravery**; the **Ontario Medal for Good Citizenship** which recognizes exceptional examples of voluntarism and community service; awards for voluntarism as they relate to the Ministry of Citizenship and/or the Ministry of Culture, Tourism and Recreation, including the **Volunteer Service Awards** for length of service and the **Outstanding Achievement Awards** for precedent setting examples of voluntarism; the **Amethyst Award** for Outstanding Achievement in the Ontario Public Service, and the **Lincoln M. Alexander Anti-Racism Award** which

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recognizes two young Ontarians who have demonstrated exemplary leadership in eliminating racism. OHA also coordinates a series of special events at Queen's Park, including the annual **Canada Day** celebrations, and a special session of a Citizenship Court.

## CITIZENSHIP DEVELOPMENT/FIELD SERVICES

### FIELD SERVICES OFFICE

77 Bloor St. W., 15th Flr.

Toronto M7A 2R9

416-314-7730

416-314-7734 (Grants Support)

Field Services consolidates program delivery and community development in front-line community contact functions enabling the branch's **multicultural**, settlement and **immigrant** clients to achieve access and equity to government programs and services. **Grant** programs delivered by the branch through its consultants are: **Multicultural Workplace Program (MWP)**, **Cultural Interpreter Services and Training Program (CI)**, **Labour Market Adjustment Program (LAS)**, **Citizenship Development Grants Program (CD)**, **Ontario Settlement and Integration Program (OSIP)** and **Community Project Grants Program (CPG)**, and **Community Facilities Improvement Program (CFIP)**.

Field Services Consultants can be reached at the following offices:

### CENTRAL REGION

Metro Toronto Office

35 McCaul St., 4th Flr.

Toronto M7A 2R9

416-314-6793

### EASTERN REGION

1 Nicholas St., Ste. 612

Ottawa K1N 7B7

613-566-3728

Fax 613-566-2703

If long distance dial

1-800-267-1910 (Toll-free)

### NORTHERN REGION

390 Bay St., 3rd Flr.

Sault Ste. Marie P6A 1X2

705-759-8652

Fax 705-945-6912

If long distance dial

1-800-461-7284 (Toll-free)

1825 East Arthur St.

Thunder Bay P7E 5N7

807-623-6234



## WESTERN REGION

119 King St. W., 8th Flr.  
Box 2112  
**Hamilton** L8N 3Z9  
905-521-7848  
Fax 905-521-7860  
If long distance dial  
1-800-263-8514 (Toll-free)  
905-521-7502 (TDD)

255 Dufferin Ave., 6th Flr.  
**London** N6A 5K6  
519-679-7146  
Fax 519-679-7032  
If long distance dial  
1-800-265-4731 (Toll-free)

221 Mill St., 6th Flr  
**Windsor** N9C 2R1  
519-256-5486  
Fax 519-256-1637  
If long distance dial  
1-800-265-5668 (Toll-free)

## CITIZENSHIP DEVELOPMENT/FIELD SERVICES

### ONTARIO WELCOME HOUSE NETWORK

132 St. Patrick St.  
Toronto M5T 1V1  
416-314-6720

The Ontario Welcome House Network (OWH) provides immigrant and refugees with **multilingual** settlement **information** and referral service to government, community and social agencies and **translation** into English of educational and employment related documents. The Network also provides **English-as-a-Second-Language (ESL)** instruction (314-6740) linked with child care at OWH Nursery (314-6735). The Network has community offices in North York (314-6480), Hamilton (1-416-521-7569), Mississauga (848-4680) and Scarborough (314-6470).

### COMMUNICATIONS BRANCH

77 Bloor St. W., 16th Flr.  
Toronto M7A 2R9  
416-314-7724  
416-314-4962 (TDD)  
Fax 416-314-4965

The Communications Branch informs the public, client groups and the media about the Ministry's policies and programs; establishes the corporate communications policy; prepares communications strategies in consultation with Ministry staff; and provides communications support to the Minister and Deputy Minister. The branch also provides consultative and developmental services to senior staff regarding the production of communications materials.

Activities include liaising with the media; strategic communications planning; issues management; coordinating events; answering public inquiries; producing and distributing publications and other communications materials; and developing special promotional and marketing campaigns.

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## CORPORATE SERVICES AND ORGANIZATIONAL PLANNING DIVISION

The Corporate Services and Organizational Planning Division of the Ministry of Culture, Tourism and Recreation provides support services for the Ministry of Citizenship.

See the listings under the Ministry of Culture, Tourism and Recreation for information on the following branches: Legal Services Branch, Financial and Administrative Services Branch, Information Technology Services Branch, Human Resources Branch and Audit Services Branch.

## EMPLOYMENT EQUITY PROGRAM

77 Bloor St. W., 5th Flr.

Toronto M7A 2R9

416-325-6367

Fax 416-314-7599

The Employment Equity Program Office plans, develops and coordinates programs within the Ministry of Citizenship and its agencies to improve the employment status of aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

## FRENCH LANGUAGE SERVICES

77 Bloor St. W., 5th Flr.

Toronto M7A 2R9

416-314-7826

Fax 416-314-7599

This office coordinates the implementation of the government's French Language Services Act, 1986, within the Ministry of Citizenship, the Office for Seniors' Issues, the Office for Disability Issues and its agencies.

It serves as a link between the francophone community and the ministry. The office of the coordinator also makes recommendations to the ministry on ways to meet the needs of Ontario's francophone population.

## NATIVE COMMUNITY BRANCH

77 Bloor St. W., 20th Flr.

Toronto M7A 2R9

416-314-7420

The branch provides **community development** services in consultation and cooperation with **aboriginal** communities and organizations. The branch is mandated to promote organizational development that will assist communities in achieving self government objectives including economic self reliance, social and cultural integrity and aboriginal controlled services.

The branch has adopted a policy of aboriginal participation in the development and revision of programs which bring native organizations together for joint work on and management of grants programming. The branch is also testing the provision of **grants** programs administered by the ministry through native organizations.

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The branch's **native** development consultants offer assistance to over 500 organizations and communities, including **Metis communities, Friendship Centres, Native Women's Organizations, First Nations**, native cultural and communications groups throughout Ontario. Field consultants provide consulting advice, project development assistance, information on available programs and a range of community development services.

This office administers the following capital programs: The **Ontario Native Community Infrastructure Program** provides assistance to native communities for the construction and renovation of community halls and friendship centres. The **Native Small Business Centres Program** provides assistance to native communities for the construction and development of small **business** centres and business parks. The branch delivers native specific programming on behalf of other ministries. The special initiatives are: the **Summer Experience Program** to provide employment opportunities for aboriginal youth; and a special **Family Violence Program** providing grants to aboriginal community groups.

The branch also performs services for other provincial ministries and agencies by bringing a community based field perspective to the many aboriginal policy and program development initiatives in government, including the aboriginal subcommittee of the Cabinet Committee on Justice on which the Minister of Citizenship sits.

Branch services are available through 11 field offices and three area managers (see list below). Regional and head office staff provide administrative and technical program support, as well as, liaison with other ministries, agencies and departments.

#### **NORTHEAST AREA**

390 Bay St., 3rd Flr.  
**Sault Ste. Marie** P6A 1X2  
705-942-0419  
Fax 705-945-6912  
If long distance in area code 705 dial  
1-800-461-7284 (Toll-free)

Area Manager/Field Office  
10 Elm St. E., 4th Flr.  
**Sudbury** P3C 5N3  
705-675-4349  
Fax 705-675-4439  
If long distance in area code 705 dial  
1-800-461-4027 (Toll-free)

22 Wilcox St., 2nd Flr.  
**Timmins** P4N 3K6  
705-267-8018  
Fax 705-268-3394

#### **NORTHWEST AREA**

283 Church St.  
Box 613  
**Fort Frances** P9A 3M9  
807-274-9732  
Fax 807-274-0671

303 Main St.  
Box 778  
**Geraldton** P0T 1M0  
807-854-0169  
Fax 807-854-2465

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227 2nd St. S., 3rd Flr.  
**Kenora** P9N 1G1  
 807-468-2864  
 Fax 807-468-2788  
 (West Patricia area & Kenora/Dryden area)

34 Front St. E.,  
**Sioux Lookout** P8T 1A3  
 807-737-1018  
 Fax 807-737-3379

## **SOUTH AREA**

255 Dufferin Ave., Ste. 601  
**London** N6N 5K6  
 519-679-7146  
 Fax 519-679-7032  
 If long distance in area code 519 dial  
 1-800-265-4731 (Toll-free)

15 Matchedash St. N.  
**Orillia** L3V 4T4  
 705-325-9561  
 Fax 705-325-1990

## **OFFICE FOR DISABILITY ISSUES**

700 Bay St., 2nd Flr.  
**Toronto** M5G 1Z6  
 416-326-0111 (TDD)  
 1-800-387-4456 (Toll-free) (TDD)  
 Fax 416-327-4079

The Office for Disability Issues has four responsibilities: public inquiry, promotion and awareness of the abilities of **disabled persons**, policy analysis and research of disability issues and community liaison. The Ontario Advisory Council for Disability Issues is appointed by and reports to the Minister of Citizenship with responsibility for Disability Issues.

The office promotes awareness of government services and programs. It administers a **Community Action Fund** which assists organizations in undertaking initiatives that promote the goals of equality and full participation of disabled persons in Ontario's social and economic life. The Fund has three components: the Consumer Advocacy Fund, the Fund for Women with Disabilities/Victims of Abuse and general Project Funding. An **Access Fund** established jointly by the Office for Disability Issues and the Office for Seniors' Issues is a cost-shared capital **grants** program for renovations to increase accessibility for senior citizens and people with disabilities to community meeting facilities operated by non-profit organizations. This includes organizations providing employment counselling and training services.

Area Manager/Field Office  
 1825 East Arthur St.  
**Thunder Bay** P7E 5N7  
 807-475-1683  
 Fax 807-623-6629  
 If long distance in area code 807 dial  
 1-800-465-6939 (Toll-free)

Area Manager/Field Office  
 77 Bloor St. W., 20th Flr.  
**Toronto** M7A 2R9  
 416-314-7433  
 Fax 416-314-7428  
 (Toronto/Hamilton/Ottawa)



**Community Action Awards** are presented each year to recognize the outstanding achievements of 12 persons who have worked extensively to promote the integration of people with disabilities at the community level.

**Information Services** responds to written and telephone (1-800-387- 4456) requests for information on programs and services provided by Ontario government ministries and their agencies.

In 1993/94, the office will oversee the establishment of an Appointments Advisory Committee and an Advocacy Commission.

**Publications:** Guide to Ontario Government Programs and Services for persons with disabilities (for use by individuals; information from ministries is listed under headings such as education, access, employment and health services) is available in English, French, Italian, Chinese and Greek. The Guide for Disabled Drivers in Ontario is published in cooperation with the Ministry of Transportation. Word Choices is a lexicon of preferred terms for disability issues.

All publications are available to the general public in English and French and on tape for people who cannot read print.

Applications are available for: Community Action Fund grants, Access Funds grants and the Community Action Awards program by calling the above telephone numbers.

#### OFFICE FOR SENIORS' ISSUES

76 College St., 6th Flr.

Toronto M7A 1N3

416-327-2422

416-327-2488 (TDD)

1-800-267-7329 (Toll-free)

Fax 416-327-2425

The Office for Seniors' Issues advances the independence, safeguards the rights and promotes the well-being of seniors in Ontario. It develops or promotes the development of policies to address key issues; provides a central information and referral service for the public; supports research on matters affecting **seniors** and develops linkages with seniors organizations. It promotes seniors' interests and recognition of their contribution through education and awareness aimed at professionals, community, family and individual seniors.

The office comprises four units: Policy, Research and Community Initiatives; Education Resources; Communication and Information; and Finance and Administration. All units operate under the direction of the Special Advisor.

An **Access Fund** has been established jointly by the Office for Seniors' Issues and the Office for Disability Issues to increase physical access by disabled persons and senior citizens to existing community facilities. Matching grants of up to \$50,000 are available for approved renovations such as ramps, grab bars, and brailled features.

**Seniors' Month** is celebrated in June of each year to promote the recognition of seniors. An awards ceremony takes place at Queen's Park honouring a number of seniors for their outstanding contributions to their communities.

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Information officers are available to answer written and telephone requests. For information on programs and services provided by and through government ministries and community organizations, please call the above number.

#### OFFICE OF THE EMPLOYMENT EQUITY COMMISSIONER

77 Bloor St. W., 10th Flr.

Toronto M7A 2R9

416-314-7806

Fax 416-314-7827

416-314-6819 (TDD)

The Office of the Employment Equity Commissioner is responsible for providing the Minister of Citizenship with advice on policy directions and implementation issues related to employment equity legislation. This office is also responsible for public consultation and education related to the proposed employment equity legislation.

#### ONTARIO ANTI-RACISM SECRETARIAT

77 Bloor St. W., 16th Flr.

Toronto M7A 2R9

416-326-9702

416-314-7800 (TDD)

Fax 416-326-9725

The Ontario Anti-Racism Secretariat is an advocate for anti-racism in all sectors. It coordinates and provides advice on the implementation of the Anti-Racism Strategy for Ontario. This strategy sets the government's goals and priorities for combatting **racism**, in the public, private, broader public and community sectors.

The Secretariat functions are consultative services, anti-racist education, policy development, research and evaluation, conflict resolution and anti-racism training. It also administers several **grant** programs for anti-racism projects. The eight district offices are listed below:

#### CENTRAL REGION

77 Bloor St. W., 16th Flr.

Toronto M7A 2R9

416-314-6787

416-314-7800 (TDD)

Fax 416-326-9725

#### EASTERN REGION

1055 Princess St. Ste.202

Kingston K7L 1H3

613-545-4437

Fax 613-545-4240

1 Nicholas St., 6th. Flr., Rm. 612

Ottawa K1N 7B7

613-566-3728

613-566-2704 (TDD)

Fax 613-566-2703

If long distance dial

1-800-267-1910 (Toll-free)

## NORTHERN REGION

10 Elm St., 4th Flr.  
**Sudbury** P3C 5N3  
705-675-4127  
705-675-4243 (TDD)  
Fax 705-675-4439  
If long distance dial  
1-800-461-4027 (Toll-free)

1825 E. Arthur St.  
**Thunder Bay** P7E 5N7  
807-623-6234  
Fax 807-623-6629

## SOUTHWESTERN REGION

Ontario Government Bldg.  
119 King St. W., 8th Flr.  
**Hamilton** L8N 3Z9  
905-546-8286  
905-521-7502 (TDD)  
Fax 905-521-7613  
If long distance dial  
1-800-361-1943 (Toll-free)

255 Dufferin Ave., Ste. 601  
**London** N6A 5K6  
519-679-7146  
Fax 519-679-7032  
If long distance dial  
1-800-265-4731 (Toll-free)

221 Mill St., 2nd Flr.  
**Windsor** N9A 2R1  
519-256-2787  
Fax 519-256-1637  
If long distance dial  
1-800-265-5668 (Toll-free)

## POLICY SERVICES BRANCH

77 Bloor St. W., 5th Flr.  
**Toronto** M7A 2R9  
416-314-7290

The Policy Services Branch provides analysis and advice to the government on current and emerging issues related to the mandate of the Ministry of Citizenship and develops policy in the areas of immigrant services, multiculturalism, human rights and employment equity. This branch also offers selected **demographic** information on Ontario's culturally and racially diverse population from the ethnocultural database (314-7300).

## RESOURCE CENTRE/LIBRARY

77 Bloor St. W., 9th Flr.  
**Toronto** M7A 2R9  
416-314-7499  
416-314-7498 (audio-visual)  
416-314-7831 (TDD)  
Fax 416-314-6543

The Ministry maintains a resource centre/library which provides reference and lending services to staff, clients, and the general public. The centre circulates both print and audio-visual materials province-wide.

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It houses an integrated collection of reference and other materials related to multiculturalism, immigrant settlement, anti-racism, race relations, employment equity, aboriginal issues, disability issues, seniors' issues and human rights. The collection also includes materials to enhance skills in the areas of advocacy, intercultural communication, program planning and evaluation, policy development, organizational development/change, community development and training. A **reading area** with study carrels is also available. The Resource Centre is wheelchair accessible.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The Ministry of Citizenship's agencies are listed below. For information, contact the appropriate agency at the telephone number listed.

### ONTARIO ADVISORY COUNCIL ON DISABILITY ISSUES

700 Bay St., Ste. 203  
 Toronto M5G 1Z6  
 416-326-0140 (TDD/TTY)  
 Fax 416-326-0193

The Ontario Advisory Council on Disability Issues advises the Ontario Government, through the Ministry of Citizenship, on issues concerning people with **disabilities**.

The 14 members, appointed by Order-in-Council, meet regularly and periodically hold consultations. Council publishes an annual report, as well as reports on major issues such as employment, transportation and independent living.

### ONTARIO ADVISORY COUNCIL ON MULTICULTURALISM AND CITIZENSHIP

35 McCaul St., 3rd Flr.  
 Toronto M7A 2R9  
 416-314-6650  
 Fax 416-314-6658

Members of the Ontario Advisory Council on Multiculturalism and Citizenship are appointed by an Order-in-Council. Representing a wide range of ethnocultural backgrounds and occupations, members are selected on the basis of their sensitivity to the multicultural nature of Ontario's society and knowledge of its ethnocultural communities. The council's role is to advise the Government of Ontario on matters pertaining to **multiculturalism** and **citizenship**. The council responds to specific government requests for advice on policy formulation and program development and delivery; examines and comments on the effectiveness of policies, programs and service delivery mechanisms; and promotes the concept of multicultural Ontario set out in the government's multicultural policy on equality, access and participation, cultural retention and sharing. Recommendations are made to the provincial government through the Minister of Citizenship.



## ONTARIO ADVISORY COUNCIL ON SENIOR CITIZENS

700 Bay St., Ste. 203  
Toronto M5G 1Z6  
416-326-0175 (TDD)  
Fax 416-326-0193

The Ontario Advisory Council on Senior Citizens advises the Government of Ontario, through the Minister of Citizenship on matters of concern to **senior citizens** in Ontario. Appointed by Order-in-Council, it consists of 16 members from across the province who meet regularly. Council produces an annual report, as well as position papers and major reports on such issues as palliative care, supportive housing, the rural elderly, transportation, and native seniors.

## ONTARIO HUMAN RIGHTS COMMISSION

400 University Ave., 12th Flr.  
Toronto M7A 2R9  
416-314-4524  
1-800-387-7080 (Toll-free)

The Commission administers and enforces the **Ontario Human Rights Code** which provides for the right to equal treatment in **employment**, services, goods and facilities, contracts and **accommodation** without **discrimination** because of race, ancestry, place of origin, colour, sexual orientation, ethnic origin, citizenship, creed, sex, age, marital status, family status, handicap, record of offences (employment only) and receipt of public assistance (accommodation only). The Commission implements a program of investigation and conciliation of complaints and enforcement; public **education** and consultation with employers, unions, etc., with a view to reducing prejudice and discrimination; and **research** into patterns of discrimination. The 16 district offices are listed below:

### EASTERN REGION

80 Queen St. E., Ste. 202  
**Kingston** K7K 6W7  
613-548-6750  
Fax 613-548-6755  
1-800-267-5755 (Toll-free) (TDD)

Regional Office  
255 Albert St., Ste. 401  
**Ottawa** K1P 6A9  
613-232-0489  
Fax 613-239-1568  
If long distance in area code 613 dial  
1-800-661-0228 (Toll-free)  
613-232-3909 (TDD)

### NORTHERN REGION

227 2nd St. S., 3rd Flr.  
**Kenora** P9N 1G1  
807-468-2866

390 Bay St., 3rd Flr.  
**Sault Ste. Marie** P6A 1X2  
705-942-8417  
Fax 705-942-9372  
If long distance in area code 705 dial  
1-800-461-0551 (Toll-free)

Regional Office  
159 Cedar St., 2nd Flr.

**Sudbury** P3E 6A5

705-670-7222

If long distance in area code 705 dial

1-800-461-6259 (Toll-free)

705-670-7219 (TDD)

28 Cumberland St. N., Ste. 403

**Thunder Bay** P7A 4K9

807-343-6003

Fax 807-343-6058

If long distance in area code 807 dial

1-800-465-8996 (Toll-free)

210 Spruce St. S., Ste. 103

**Timmins** P4N 2M5

705-268-2838

Fax 705-268-5801

If long distance dial

1-800-461-7863 (Toll-free)

## SOUTHWESTERN REGION

Ontario Government Bldg.

110 King St. W., Ste. 310

**Hamilton** L8P 4S6

905-521-7870

Fax 905-521-7738

905-546-8278 (TDD)

824 King St. W., Ste. 101

**Kitchener** N2G 1G1

519-571-6078

Fax 519-743-9217

If long distance dial

1-800-263-9525 (Toll-free)

Regional Office

231 Dundas St., Ste. 203

**London** N6A 1H1

519-661-6600

Fax 519-432-7994

If long distance in area code 519 dial

1-800-268-8333 (Toll-free)

519-661-0544 (TDD)

1 St. Paul St., Ste. 603

**St. Catharines** L2R 7L4

905-684-7406

Fax 905-684-5931

If long distance in area code 416 dial

1-800-263-4916 (Toll-free)

905-684-1103 (TDD)

215 Eugenie St. W., Ste. 100

**Windsor** N8X 2X7

519-973-1370

If long distance in area code 519 dial

1-800-263-1604 (Toll-free)

519-966-8237 (TDD)

## TORONTO EAST, WEST AND CENTRAL REGIONS

1290 Central Pkwy. West., 3rd Flr.

**Mississauga** L4Z 1H8

905-273-7811

905-273-6648 (TDD)

Fax 905-273-5570

(Toronto West District)

10 Milner Business Crt., #404

**Scarborough M1B 3C6**

416-314-3555

416-314-3572 (TDD)

If long distance in area codes 416 and 705  
dial

1-800-268-6585 (Toll-free)

Fax 416-314-3571

(Toronto East District)

400 University Ave., 12th Flr.

**Toronto M7A 2R9**

416-314-4500

416-314-4493 (TDD)

Fax 416-314-4533

If long distance dial

1-800-387-7080 (Toll-free)

595 Bay St., 4th Flr.

**Toronto M5G 2C2**

416-326-9511

Fax 416-326-9520

416-326-9669 (TDD)

## **ACTS**

### **ACTS**

The Ministry of Citizenship is responsible for the Acts listed below.

Advocacy Act, 1992

Ontario Human Rights Code, 1981

## MINISTRY OF COMMUNITY AND SOCIAL SERVICES

**Hepburn Block, 80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9**

The Ministry of Community and Social Services, established in 1930 as the Department of Public Welfare, was formed as a result of the Ross Commission on Public Welfare. The Old Age Pensions, Mother's Allowance and Children's Aid branches previously administered by the Provincial Secretary, and the Unemployment Relief Branch from the Department of Labour were amalgamated under the new department. In 1967, the name was changed to the Department of Social and Family Services and, in 1972, it became the Ministry of Community and Social Services.

In 1974, the Ministry acquired the Mental Retardation Program under the Developmental Services Act from the Ministry of Health. The children's services programs were transferred from the Ministries of Health, Correctional Services and the Attorney General in 1977. In June, 1989, a new division was formed to coordinate the programs for elderly and physically disabled people who require long term care. This division reports jointly to the Ministry of Health and the Ministry of Community and Social Services.

The current trend is to encourage and support community programs enabling physically and developmentally handicapped persons and elderly citizens to live independently. Ministry-operated and funded programs are moving towards small, community residential settings with local support networks.

Administration of Ministry funded and direct-delivery programs across the province is decentralized to area offices.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS AND MARKETING BRANCH

Hepburn Block, 7th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-325-5151

The branch establishes communications and marketing policy for the Ministry; consults with staff and prepares communications and marketing strategies in partnership with corporate offices and divisions; and provides communications support to the offices of the Minister and Deputy Minister. Responsibilities include liaison with the media; answering public inquiries; coordinating and providing creative services such as artwork and design; producing and distributing publications, news releases and audio-visual materials; preparing speeches for senior executives and directing advertising campaigns. Public relations assistance and consultation, which may result in publications, films, videos, conferences and displays, is available to municipalities and social agencies for explaining Ministry programs to selected target audiences.

The branch provides an internal conduit for the preparation of briefing notes, contentious issue reports and responses to the Minister's correspondence. It also provides a media monitoring service, a House briefing and monitoring service, and administrative assistance in the area of social invitations.

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## COMMUNICATIONS AND MARKETING BRANCH

### CUSTOMER SERVICE

Hepburn Block, 7th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5666

General information on Ministry services and programs is provided to the public by this section. It acts as a liaison between clients and offices; refers callers to other information sources; and provides copies of Ministry publications.

## LEGAL SERVICES BRANCH

56 Wellesley St. W., 17th Flr.

Queen's Park, Toronto M7A 1E9

416-327-4900

This branch provides legal services to the Ministry of Community and Social Services which include preparation of contracts, provision of legal opinions, appearances at tribunals, court hearings, the preparation and interpretation of statutes, regulations and other legal documents. The branch is seconded to the Ministry of Community and Social Services by the Ministry of the Attorney General.

## OFFICE OF THE COORDINATOR OF FRENCH LANGUAGE SERVICES

56 Wellesley St. W., 17th Flr.

Toronto M7A 1E9

416-327-4887

This office advises the Deputy Minister and senior management on the provision of **French language services** within the framework of Ministry programs and activities, and monitors the effective delivery of services in French. Policy proposals and implementation plans are formulated to meet Ministry obligations under the French Language Services Act. The office also assists divisions and branches with implementation of the Act; liaises with francophone associations about the needs and concerns of the Franco-Ontarian community; disseminates information on the availability of Ministry services in French; coordinates translation of major documents, as required, and standardization of bilingual Ministry terminology.

## CHILDREN, FAMILY AND COMMUNITY SERVICES DIVISION

Hepburn Block, 6th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5607

Fax 416-325-5615

The Children, Family and Community Services Division is responsible for policy and program development with respect to Children's Services and Community Services.

## CHILDREN'S SERVICES BRANCH

Hepburn Block, 3rd Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-325-5315

This branch develops policies and programs for services under the **Child and Family Services Act**, 1984, including services for **Native People**, licensing of children's residential care facilities, confidentiality of and access to records, use of extraordinary measures, young offenders services, child welfare services, treatment, intervention and primary prevention services.

Child Welfare services provided through **Children's Aid Societies** for the enhancement of family life, protection of **children** and prevention of child abuse and neglect, include support, counselling and supervision of children and families in their homes, and placement and care of children in foster and adoption homes or in children's residences by agreement with the family or by court order.

Child Treatment services by or under the supervision of psychiatrists for severely disturbed children, may be provided through Ministry operated facilities or approved agencies in residential or non-residential programs, and usually in association with other helping professionals.

**Child and Family Intervention** services provided, through approved agencies, for children with social, emotional, or behavioural problems and their families, include assessment, counselling and life skills training, and may be residential or non-residential.

**Young Offenders** services are provided through approved agencies, contractual arrangements with service providers, and Ministry operated facilities for children 12-15 years of age who are in conflict with the law and subject to the Young Offenders Act or the Provincial Offences Act.. Services include detention, pre-disposition reports, community service programs, probation supervision and open and secure custody.

A Community Support Service is a support or prevention service which is aimed at facilitation and/or improvement of social support for populations at risk and which may reduce the likelihood of need for ongoing or more intensive services. Community Support Services also include review and advisory bodies and consist of such activities as prevention, professional consultation, and research.

## COMMUNITY SERVICES BRANCH

Hepburn Block, 4th Flr.  
80 Grosvenor St.  
Toronto M7A 1E9  
416-327-4950

The branch develops policies for community-based and institutional services for persons with disabilities.

A variety of residential and support services are provided to children and adults with developmental disabilities including group homes, sheltered workshops, supported independent living and case management for support services. (See Employment Support Programs).

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In addition, the branch provides policy and programs for adults and families, such as Hostel Programs, Halfway Houses, Alcohol and Drug Recovery Homes, Counselling Services, Family Violence Initiatives, and Community Neighbourhood Support Services Program (CNSSP).

All branch policies and initiatives are developed in a manner sensitive to the needs of native, racial and ethno-specific groups. In addition, specific initiatives are developed to provide culturally sensitive services and improved access.

The **Municipal Hostel Program** is provided by municipalities under the General Welfare Assistance Act. **Municipalities** may purchase or provide room and board on an emergency, domiciliary, or transient basis for needs tested persons or families. For further information, contact Municipal Social Service offices or the area and local offices listed under the Ministry's Regional Organization entry.

**Halfway House Programs** fall under the Charitable Institutions Act, and provide residential rehabilitation services for substance abusers, ex- offenders and other socially disadvantaged persons. Funding is administered through the area and local offices listed under the Ministry's Regional Organization entry.

Core funding is available to informal, locally based support services, through the **Community and Neighbourhood Support Services Program** (CNSSP) to strengthen communities through community development activities and provide services such as parent education, self-help, outreach, referral. Service funds are also available under the CNSSP.

**Counselling Services** may be provided or purchased by municipalities from family counselling agencies for persons in need (defined under the General Welfare Assistance Act). For such services, contact Municipal Social Service offices. The Ministry also purchases counselling services from agencies and community organizations under the Ministry of Community and Social Services Act. Funding is administered through the area and local offices listed under the Ministry's Regional Organization entry.

**Wife Assault Prevention Programs** for women who are victims of **wife abuse** and their **families**, include Transition Houses, Interval Houses, Safe Homes, Crisis Telephone Lines, Emergency Transportation, and community-based counselling services. Services are administered through area and local offices listed under the Ministry's Regional Organization entry, as well as municipalities.

**Alcohol and Drug Recovery Homes** are residential rehabilitation programs located in either halfway houses (Charitable Institutions Act) or municipal hostels, providing a supportive environment, enabling participants to maintain sobriety and to re-integrate into the community.

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**FINANCIAL PLANNING AND CORPORATE SERVICES DIVISION**

Hepburn Block, 6th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-325-5595  
Fax 416-325-5615

Corporate financial, human resource, audit, Freedom of Information, Employment Equity and administrative support is provided to senior management groups by this division.

The division has five branches: Financial Planning and Corporate Analysis; Capital and Administrative Services; Financial Services; Human Resources; Comprehensive Audit and Review.

**CAPITAL AND ADMINISTRATIVE SERVICES BRANCH**

2 Bloor St. W., 30th Flr.  
Toronto M7A 1E9  
416-327-4585  
Fax 416-327-0554

The branch offers municipalities, Indian Band Councils and non-profit or charitable organizations technical expertise and consultative services to establish facilities for **rehabilitation**, residential, and community and social services under various Acts administered by the Ministry.

The Architectural Resources Unit provides planning and design guidelines to assist the design community, agencies, municipalities and Indian Band Councils with professional assistance for the full spectrum of programs supported by the Ministry.

The branch also supplies the Ministry with policy direction and administrative services, including purchasing of goods and services, supply management, printing and duplicating, mail, transportation, assets management and development and maintenance of manuals. The branch coordinates common services such as telephones, acquisition and design of office accommodation, and purchasing of commonly used supplies.

The branch is responsible for coordinating the **Freedom of Information** and Protection of Privacy Program (FIPPA) within the Ministry.

**COMPREHENSIVE AUDIT AND REVIEW BRANCH**

2195 Yonge St., 3rd Flr.  
Toronto M7A 1G2  
416-965-5214  
Fax 416-324-7292

This branch examines programs and services that are directly operated by the Ministry or funded through transfer payments. It provides findings and advice on the quality of the controllership function in the Ministry and compliance with Ministry and government directions.

The branch determines if funds and public property are being adequately safeguarded and provides management with relevant information. It ascertains whether legislative, central agency, and Ministry directions are followed with due regard for economy and efficiency of

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operations, and examines the appropriateness of evaluation procedures. It also determines if Ministry information systems are developed, implemented and maintained according to government and Ministry standards. The branch is also responsible for the verification of cost sharing claims with the federal government.

#### FINANCIAL PLANNING AND CORPORATE ANALYSIS BRANCH

Hepburn Block, 4th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5104

Fax 416-325-5125

This branch analyses and evaluates the financial and resource implications of the Ministry programs; coordinates estimates preparation, multi-year financial planning; provides financial management services to the Ministry's branches and regions; coordinates financial planning for the Ministry; and liaises with Treasury Board.

#### FINANCIAL SERVICES BRANCH

880 Bay St., 6th Flr.

Toronto M7A 2B6

416-326-8000

Fax 416-326-8192

Financial Services Branch provides a broad range of financial, treasury and management services to the Ministry and encourages the effective use of technology to improve business.

The branch is responsible for the processing of all financial transactions including payroll; the administration of the Federal/Provincial cost sharing programs; financial administration policy; reporting and Ministry financial systems.

#### HUMAN RESOURCES BRANCH

2 Bloor St. W., 23rd Flr.

Toronto M7A 1E9

416-327-4755

Fax 416-327-0561

This branch provides services to the Ministry staff regarding personnel classification, compensation and staffing policies; investigation of employee grievances, occupational health and safety, human resources planning, performance management placement, **employment equity** and training and development. The branch works in an advisory capacity with human resource program delivery staff and line managers who concentrate on personnel matters within their regions. It also coordinates the Ministry's **youth employment** program, and liaises with the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

The **Library** and Learning Resources Unit (326-6442) is a part of the branch which provides access to reference services, Ministry publications, career planning information, training and development opportunities, management information resources, statutes regulations and manuals for all Ministry employees.

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**INFORMATION SYSTEMS BRANCH**

5140 Yonge St., 12th Flr.  
Toronto M2N 6L7  
416-730-6600  
Fax 416-730-6654

The branch is responsible for putting a modern, integrated and workable technology environment in place, across the Ministry, by developing Ministry- wide systems and data bases, and implementing office automation, computing power and networks appropriate to the Ministry's structure.

**PROGRAM MANAGEMENT DIVISION****ADOPTION AND OPERATIONAL SERVICES**

Hepburn Block, 7th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-325-5440  
Fax 416-325-5500

The unit is responsible for the provision of centralized services such as Crown Ward Reviews, Child Abuse Register, Adoption Services, Investigations and various legislative boards and commissions, Operational Coordination of Income Maintenance.

**ADOPTION AND OPERATIONAL SERVICES****ADOPTION DISCLOSURE REGISTER**

2 Bloor St. W., 24th Flr.  
Toronto M7A 1E9  
416-327-4730

The Register provides a means by which adopted **adults** and their birth **parents**, adult birth siblings and birth grandparents can obtain identifying information about each other and meet if they wish. For information and/or an application form, call the Adoption Disclosure Register Clerk at 327-4730.

For information and referrals on private **adoption**, call 327-4741, and for step-parent, call 327-4740, international and other adoptions, call 327-4739.

**ADOPTION AND OPERATIONAL SERVICES****CHILD ABUSE REGISTER**

2 Bloor St. W. 24th Flr.  
Toronto M7A 1E9  
416-327-4680  
Fax 416-327-0558

The Child Abuse Register, is a confidential and restricted register that contains information on verified cases of **child** abuse that have occurred in Ontario since June 15, 1979. The Register is legislated under the **Child and Family Services Act**, 1984.

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ADOPTION AND OPERATIONAL SERVICES  
CHILD AND FAMILY SERVICES REVIEW BOARD

2 Bloor St. W., 24th Flr.  
Toronto M7A 1E9  
416-327-4670  
Fax 416-327-0558

The Child and Family Services Review Board provides an independent mechanism for appealing specific decisions made under the **Child and Family Services Act**, 1984 and the **Day Nurseries Act**, 1980 such as recommendations made by Residential Placement Advisory Committees, refusal of placement by Adoption Licensees, and refusal or revocation of residential, adoption or day nurseries licences. The Board also handles appeals made by **young persons** who have been admitted to short term emergency admission to Secure Treatment Facilities.

ADOPTION AND OPERATIONAL SERVICES  
CROWN WARD REVIEW UNIT

2 Bloor St. W., 24th Flr.  
Toronto M7A 1E9  
416-327-4669

The unit performs an annual administrative review of each Crown Ward who qualifies under Section 66(1) of the **Child and Family Services Act**, 1984. Staff submit reports to the Ministry, and to the Children's Aid Societies responsible for the care of Crown Wards.

ADOPTION AND OPERATIONAL SERVICES  
CUSTODY REVIEW BOARD

2 Bloor St. W., 24th Flr.  
Toronto M7A 1E9  
416-327-4670  
Fax 416-327-0558

Upon application by a young person, the Board reviews a Provincial Director's decision to commit a **young person** to a place of secure custody, open custody, or a residential setting under a probation order and makes recommendations to the Provincial Director.

The Board also handles enquiries regarding former training school wards. The Custody Review Board is operated jointly with the Ministry of Correctional Services.

ADOPTION AND OPERATIONAL SERVICES  
SOLDIERS' AID COMMISSION

2 Bloor St. W., 24th Flr.  
Toronto M7A 1E9  
416-327-4674

The Soldiers' Aid Commission provides emergency aid to **veterans** of World War I, II and the Korean War, in exceptional circumstances, who have exhausted all other sources of funds.

## CHILDREN'S AND ADULTS' OPERATIONS

Hepburn Block, 6th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5581

The office is responsible for the delivery of all **children's** and **adults'** services programs within this Ministry. Centralized program and initiative implementation and support planning are provided by the Management Support Branch (see separate entry). Decentralized service is delivered through the Ministry's Area and Local Offices, and all provincially run facilities for the developmentally handicapped, training schools and detention homes for children.

## CHILDREN'S AND ADULTS' OPERATIONS AREA AND LOCAL OFFICES

Adults' Services Programs delivered by area and local offices include: Family Benefits; Vocational Rehabilitation; Handicapped Children's Allowance; General Welfare Assistance (administered by municipalities and Indian Band Councils or by the province in unorganized territories); and the Senior Citizens' Program. These programs, and the Soldiers' Aid Commission, are described in individual entries.

Children's Services Programs delivered by area offices include: Child Welfare (Children's Aid Societies); Day Nurseries; Probation services for children (Juvenile Corrections); Residential Care and Residential Treatment Services; and Community Programs for developmentally handicapped children. These programs are described in individual entries.

The Facilities for the Developmentally Handicapped and the Youth Corrections Program, which includes probation offices, training schools and detention homes for children, are described in the entries which follow.

The Ministry's Area and Local Offices are listed below.

### CENTRAL AREA

York Local Office  
15483 Yonge St. N.  
**Aurora** L4G 1M5  
905-727-3156

Barrie Area Office  
34 Simcoe St.  
**Barrie** L4N 6T4  
705-737-1311  
If long distance dial  
1-800-461-7551 (Toll-free)

Local Office (N. W.)  
3501 Dufferin St., Main Flr.  
**Downsview** M3K 1N6  
416-325-5900

Mississauga Area Office  
1140 Burnhamthorpe Rd. W., Ste. 212  
**Mississauga** L5C 4E9  
905-897-3100

Local Office  
80 Colborne St. W.  
P. O. Box 98  
**Orillia** L3V 2Y7  
705-325-7408

Local Office (N. E.)  
1911 Eglinton Ave. E.  
**Scarborough** M1L 2L6  
416-325-0123



Local Office (S. E.)  
252 Parliament St.  
**Toronto** M5A 3A4  
416-314-5000

Toronto Area Office  
2195 Yonge St., 9th Flr.  
**Toronto** M7A 1G1  
416-325-0500

Local Office (S. W.)  
121 Kennedy Ave., 2nd Flr.  
**Toronto** M6S 2X8  
416-760-2400

## NORTHERN AREA

Local Office  
274 Manitoba St.  
**Bracebridge** P0B 1C0  
705-645-8718  
If long distance ask for  
Zenith 21370 (Toll-free)

Local Office  
14 Young St.  
**Chapleau** P0M 1K0  
705-864-0429

Local Office  
241 Eighth St.  
**Cochrane** P0L 1C0  
705-272-4846

Local Office  
479 Government Rd.  
Box 1020  
**Dryden** P8N 3E3  
807-223-2241

Local Office  
18 Philip Walk  
**Elliot Lake** P5A 2S6  
705-848-5259

Local Office  
P. O. Box 580  
**Espanola** P0P 1C0  
705-869-1532

Local Office  
338 Scott St.  
Box 760  
**Fort Frances** P9A 3N1  
807-274-9846

Local Office  
416 Main St.  
Box 1029  
**Geraldton** P0T 1M0  
807-854-1840

Local Office  
Meredith/Eleanor Sts.  
P. O. Box 358  
**Gore Bay** P0P 1H0  
705-282-2288

Local Office  
1405 Edward St.  
P. O. Box 2140  
**Hearst** P0L 1N0  
705-362-4238

Local Office  
46 Queen St., 1st Flr.  
Box 44  
**Kapuskasing** P5N 2Y1  
705-335-6108

Kenora/Rainy River District Office  
20 Main St. S.  
**Kenora** P9N 1S7  
807-468-2400  
If long distance ask for  
Zenith 24100 (Toll-free)

Local Office  
8 Hudson Bay Ave.  
Box 398  
**Kirkland Lake** P2N 2H7  
705-567-5297  
If long distance ask for  
Zenith 21370 (Toll-free)

Local Office  
Ontario Government Bldg.  
Box 160  
Revillon Rd.  
**Moosonee** P0L 1Y0  
705-336-2984

Local Office  
310 Whitewood Ave.  
Box 2260  
**New Liskeard** P0J 1P0  
705-647-7134

North Bay Area Office  
621 Main St. W.  
**North Bay** P1B 2V6  
705-474-3540

Local Office  
2 May St.  
**Parry Sound** P2A 1S2  
705-746-2717  
If long distance ask for  
Zenith 21370 (Toll-free)

Local Office  
Ontario Government Bldg.  
Box 827  
**Red Lake** P0V 2M0  
807-727-2174

Sault Ste. Marie District Office  
123 March St., 3rd Flr.  
Box 68  
**Sault Ste. Marie** P6A 2Z5  
705-946-7419

Local Office  
63 King St. S.  
Box 338  
**Sioux Lookout** P0V 2T0  
807-737-3813

Local Office  
Hwy. 11, Toronto Ave. N.  
Box 161  
**South River** P0A 1X0  
705-386-2571  
If long distance ask for  
Zenith 35500 (Toll-free)

Local Office  
186 Main St.  
**Sturgeon Falls** P0H 2G0  
705-753-1611  
If long distance ask for  
Zenith 35500 (Toll-free)

Local Office  
199 Larch St., 5th Flr.  
**Sudbury** P3E 5P9  
705-675-4515  
If long distance ask for  
Zenith 35500 (Toll-free)  
(Leeds & Grenville, Lanark, Frontenac,  
Hastings, Lennox & Addington, Prince  
Edward) or dial  
1-800-461-1167/9 (Toll-free)

Sudbury Area Office  
10 Elm St., 3rd Flr.  
**Sudbury** P3C 5N3  
705-675-4250

Sudbury District Office  
199 Larch St., 5th Flr.  
**Sudbury** P3E 5P9  
705-675-4515

Thunder Bay Area and District Office  
710 Victoria Ave., 3rd Flr.  
**Thunder Bay** P7C 5P7  
807-622-2272  
If long distance ask for  
Zenith 21370 (Toll-free)

Local Office  
11 Elm St. N.  
**Timmins** P4N 6A3  
705-267-7901

Timmins District Office  
11 Elm St. N., Main Flr.  
**Timmins** P4N 6A3  
705-267-7901  
If long distance ask for  
Zenith 21370 (Toll-free)

## SOUTHEAST AREA

### Local Office

10 Main St. N., Box 520

**Alexandria** K0C 1A0

613-525-3524

If long distance ask for

Zenith 35500 (Toll-free)

### Local Office

P. O. Box 40

**Barry's Bay** K0J 1B0

613-756-3506

If long distance ask for

Zenith 21370 (Toll-free)

### Local Office

199 Dundas St. E.

**Belleville** K8N 1E2

613-962-9562

If long distance ask for

Zenith 21370 (Toll-free)

### Local Area Office

51 King St. E.

**Brockville** K6V 1A7

613-345-1200

If long distance dial

1-800-267-0834 (Toll-free)

### Local Office

4 Montreal Rd., 3rd Flr.

**Cornwall** K6H 1B1

613-932-3381

If long distance ask for

Zenith 35500 (Toll-free)

### Local Office

876 James St.

**Hawkesbury** K6A 2W8

613-632-1171

If long distance ask for

Zenith 35500 (Toll-free)

### Kingston Area Office

1055 Princess St., Ste. 103

**Kingston** K7L 5T3

613-545-0539

For toll-free number see telephone book

blue pages

### Local Office

322 Kent St. W., 2nd Flr.

P. O. Box 7000

**Lindsay** K9V 5E5

705-324-6128

If long distance ask for

Zenith 49740 (Toll-free)

### Local Office

11 Simcoe St. N., Ste. 201

**Oshawa** L1G 4R7

416-576-9001

If long distance ask for

Zenith 21370 (Toll-free)

### Ottawa Area Office

10 Rideau St., 7th Flr.

**Ottawa** K1N 9J1

613-234-1188

### Local Office

77 Mary St., 3rd Flr.

**Pembroke** K8A 5V4

613-735-1073

### Peterborough Area Office

178 Charlotte St.

**Peterborough** K9J 2T8

705-742-9292

If long distance ask for

Zenith 21370 (Toll-free)

### Local Office

38 Walton St., 3rd Flr.

**Port Hope** L1A 1N1

416-885-6386

For toll-free number see telephone book  
blue pages

### Local Office

315 Raglan St. S.

**Renfrew** K7V 1R6

613-432-4886

If long distance ask for

Zenith 21370 (Toll-free)

## SOUTHWEST AREA

Local Office  
38 Darling St., 3rd Flr.  
**Brantford** N3T 6A8  
519-756-5790

Local Office  
73 Water St. N.  
**Cambridge** N1R 7L6  
519-623-1230

Local Office  
48 Fifth St. S., 2nd Flr.  
**Chatham** N7M 4V7  
519-352-5040

Local Office  
75 Wellington St.  
P. O. Box 1150  
**Clinton** N0M 1L0  
519-482-3971

Local Office  
60 Baker St.  
**Guelph** N1H 4G1  
519-822-7500

Hamilton Area Office  
119 King St. W., 6th Flr.  
P. O. Box 2112  
**Hamilton** L8N 3Z9  
905-521-7280

London Area Office  
217 York St., Ste. 203  
**London** N6A 5R1  
519-438-5111  
If long distance dial  
1-800-265-4197 (Toll-free)

Local Office  
4701 St. Clair Ave., 3rd Flr.  
**Niagara Falls** L2E 3S9  
416-357-0363

Local Office  
945 3rd Ave. E.  
P. O. Box 697  
**Owen Sound** N4K 5R4  
519-376-1951  
If long distance ask operator for  
Zenith 21370 (Toll-free)

Local Office  
720 Christina St. N.  
**Sarnia** N7V 3C2  
519-337-3735  
If long distance ask for  
Zenith 21370 (Toll-free)

Local Office  
101 Union St.  
**Simcoe** N3Y 2A6  
519-426-9350  
If long distance dial  
1-800-265-8071 (Toll-free)

Local Office  
110 James St., 6th Flr.  
**St. Catharines** L2R 6S4  
905-688-3022  
If long distance ask for  
Zenith 21370 (Toll-free)

Local Office  
499 Talbot St.  
**St. Thomas** N5P 1C3  
519-631-3032

Local Office  
194 Ontario St.  
**Stratford** N5A 3H8  
519-271-1530

Waterloo Area Office  
Waterloo Town Square, 5th Flr.  
75 King St. S.  
**Waterloo** N2J 1P2  
519-886-4700  
If long distance ask operator for  
Zenith 37610 (Toll-free)  
(Grey, Bruce, Waterloo, Wellington)



Local Office  
3 Cross St., 2nd Flr.  
**Welland** L3B 5X6  
905-735-6510

Windsor Area Office  
250 Windsor Ave., 1st Flr.  
**Windsor** N9A 6V9  
519-254-1651  
If long distance ask for  
Zenith 21370 (Toll-free)

## CHILDREN'S AND ADULTS' OPERATIONS FACILITIES FOR DEVELOPMENTALLY DISABLED

Residential, treatment and training programs and services for developmentally **disabled persons** are delivered through 11 government operated and 9 local community board operated facilities which fall under regional jurisdiction. The facilities directly operated by the Ministry are listed below:

Adult Occupational Centre  
Edgar  
Mailing Address:  
P. O. Box 12000  
**Barrie** L4M 4W3  
705-728-6910

Huron Regional Centre  
P. O. Box 1000  
**Orillia** L3V 6L2  
705-326-7361

## CHILDREN'S AND ADULTS' OPERATIONS YOUTH CORRECTIONS PROGRAM

The Youth Corrections Program provides services to young people aged 12 to 15 years charged with an offence under the **Young Offenders Act (YOA)**. Programs include residential services for young people: ordered into detention to await court; received a disposition of open or secure custody under the YOA. Community programs such as **probation**, community service orders, personal service orders are provided by probation officers. Probation officers also provide case management services for any young person aged 12 to 15 years who receives a YOA/POA (Provincial Offences Act) disposition.

The custody/detention facilities administered through the Ministry's area offices, are small residences located throughout the province. For information regarding these programs, contact the nearest area office listed under the Ministry's Regional Organization. The Ministry's probation offices are listed below.

## JUVENILE PROBATION

71 Station St., Ste. 5  
**Ajax** L1S 1S2  
905-683-1250

15483 Yonge St. N.  
**Aurora** L4G 1P3  
905-727-3156

34 Simcoe St.  
P. O. Box 910  
**Barrie** L4M 6T4  
705-737-3051

199 Dundas St. E.  
**Belleville** K8N 1E2  
613-962-9562

274 Manitoba St.  
Box 63  
**Bracebridge** P0B 1C0  
705-645-8718

20 Nelson St. W., Ste. 203  
**Brampton** L6X 2M5  
416-456-3430

38 Darling St., 3rd Flr.  
**Brantford** N3T 6A8  
519-756-5790

51 King St. E.  
**Brockville** K6V 1A8  
613-345-1200

Burlington Sq.  
760 Brant St.  
**Burlington** L7R 4B7  
905-639-5371

73 Water St. N.  
**Cambridge** N1R 7L6  
519-623-1230 (probation)

Court House  
Munsey St.  
Box 460  
**Cayuga** N0A 1E0  
905-772-5303

48 Fifth St., 2nd Flr.  
**Chatham** N7M 4V8  
519-352-5040

75 Wellington St.  
P. O. Box 1150  
**Clinton** N0M 1L0  
519-482-3971

241 Eighth St.  
Box 310  
**Cochrane** P0L 1C0  
705-272-4848

590 Cameron St., Unit 6  
**Collingwood** L9Y 2J3  
705-445-3301

502 Pitt St., 2nd Flr.  
**Cornwall** K6J 3R5  
613-938-1581

1000 Finch Ave. W., Ste. 201  
**Downsview** M3J 2Y5  
416-235-4964 (toronto Area)

479 Government Rd.  
Box 1020  
**Dryden** P8N 3E3  
807-223-3321

18 Philip Walk  
**Elliot Lake** P5A 2S6  
705-848-5259

71 Centre St., 2nd Flr.  
Box 1090  
**Espanola** P0P 1C0  
705-869-2601

5464 Dundas St. W., 3rd Flr.  
**Etobicoke** M9B 1B4  
416-233-3206

338 Scott St.  
Box 760  
**Fort Frances** P9A 3N1  
807-274-3208

416 Main St.  
Box 1029  
**Geraldton** P0T 1M0  
807-854-1840

39 West St.  
P. O. Box 403  
**Goderich** N7A 4C7  
519-524-7780

60 Baker St.  
**Guelph** N1H 4G1  
519-822-7500

499 King St. E., 2nd Flr.  
St. John's Place  
**Hamilton** L8N 1E1  
905-525-0072

1405 Edward St.  
Box 806  
**Hearst** P0L 1N0  
705-362-5145

46 Queen St., 1st Flr.  
Box 295  
**Kapuskasing** P5N 2Y4  
705-335-8573

General Delivery  
**Keewatin** P0X 1C0  
807-547-2864

20 Main St. S.  
**Kenora** P9N 1S7  
807-547-2864

726 Princess St., 2nd Flr.  
**Kingston** K7L 1G2  
613-545-4306

8 Hudson Bay Ave.  
Box 398  
**Kirkland Lake** P2N 2H7  
705-567-5297

Counties Bldg., 2nd Flr.  
Court St.  
P. O. Box 309  
**L'Orignal** K0B 1K0  
613-675-4630

322 Kent St. W.  
Box 7000  
**Lindsay** K9V 5E5  
705-324-6128

217 York St.  
Box 5217  
**London** N6A 5R1  
519-679-7124

7205 Goreway Dr.  
Lower Level, Ste. 19  
c/o Westwood Mall  
**Malton** L4T 2T9  
905-677-8546

305 Midland Ave.  
**Midland** L4R 3K5  
705-526-2977

491 Steeles Ave. E.  
**Milton** L9T 1Y7  
905-878-0302

1140 Burnhamthorpe Rd. W., Ste. 212  
**Mississauga** L5C 4E9  
905-276-7670

713 Davis Dr.  
**Newmarket** L3Y 2R3  
905-895-1800

4701 St. Clair Ave.  
P. O. Box 201  
**Niagara Falls** L2E 3S9  
905-357-1066

621 Main St. W.  
**North Bay** P1B 2V6  
705-474-4616

132 Allan St., Unit 2  
**Oakville** L6J 3N5  
905-842-3565

Court House  
10 Louisa St.  
**Orangeville** L9W 3P9  
519-942-1771

80 Colborne St. W.  
**Orillia** L3V 2Y7  
705-325-7408

650 King St. E., Ste. 204/206  
**Oshawa** L1H 1G5  
905-723-1119

900 Lady Ellen Place E., Ste. 11  
**Ottawa** K1Z 5L5  
613-722-6507

945 Third Ave. E.  
P. O. Box 697  
**Owen Sound** N4K 5R4  
519-376-1951

3 Beechwood Dr.  
**Parry Sound** P2A 1J2  
705-746-4016

77 Mary St., 3rd Flr.  
**Pembroke** K8A 5V4  
 613-722-6507

60 Hunter St. E.  
**Peterborough** K9H 1G5  
 705-742-9292

38 Walton St., Ste. 4  
**Port Hope** L1A 1N1  
 905-885-7205

720 Christina St. N.  
**Sarnia** N7V 3C2  
 519-337-3735

123 March St., 3rd Flr.  
 P. O. Box 68  
**Sault Ste. Marie** P6A 2Z5  
 705-759-8244

2500 Lawrence Ave. E.  
**Scarborough** M1P 2R7  
 416-750-3387

Court House  
 No. 3 Highway W.  
 Box 605  
**Simcoe** N3Y 4N4  
 519-428-0380

63 King St.  
 P. O. Box 338  
**Sioux Lookout** P0V 2T0  
 807-737-2162

110 James St., 6th Flr.  
**St. Catharines** L2R 7E8  
 905-685-4897

Grand Central Place I  
 300 Talbot St., Unit G19  
**St. Thomas** N5P 4E2  
 519-631-6614

194 Ontario St.  
**Stratford** N5A 3H8  
 519-271-1530

Ontario Government Bldg., 5th Flr.  
 199 Larch St.  
**Sudbury** P3E 5P9  
 705-675-4515

710 Victoria Ave., 3rd Flr.  
**Thunder Bay** P7C 5P7  
 807-475-1485

11 Elm St. N.  
**Timmins** P4N 6A3  
 705-267-7901

194 Gerrard St. E.  
**Toronto** M5A 2E6  
 416-923-4516

900 Dufferin St., Ste. 209  
**Toronto** M6H 4B1  
 416-965-5177

209 Cayley St.  
 P. O. Box 1058  
**Walkerton** N0G 2V0  
 519-881-0977

Waterloo Town Square, 4th Flr.  
 75 King St. S.  
**Waterloo** N2J 1P2  
 519-886-4700

54 Broadway Ave., Ste. 4  
**Wawa** P0S 1K0  
 705-856-2303

266 Division St.  
**Welland** L3B 4A4  
 905-735-6510

250 Windsor Ave., 2nd Flr.  
**Windsor** N9A 6V9  
 519-254-1651

42 Wellington St. N.  
**Woodstock** N4S 6P3  
 519-537-5579



## MANAGEMENT SUPPORT BRANCH

Hepburn Block, 7th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5440

Fax 416-325-5500

The primary role of the Management Support Branch is to act as a focal point for the collection and distribution of information between field offices and head office. This branch ensures that field office activity is consistent with ministry priorities.

The branch provides direct delivery of some province-wide services; as well, branch staff support the management of ministry programs and resources, working with networks of program staff in Area Offices.

The Management Support Branch includes the following functions: co-ordination for child care, children's services, community services, native services and income maintenance and employment; co-ordination of financial management and information requests, and support to program decision-making in the division; Central Services - adoption services, child abuse register, Crown ward reviews and administrative support to Boards and Commissions; Chaplaincy.

## MANAGEMENT SUPPORT BRANCH

### CHAPLAINCY SERVICES

35 McCaul St., 3rd Flr., Ste. 305

Toronto M5T 1V7

416-326-6858

Fax 416-326-6867

This section coordinates the chaplaincy services provided by the Ministries of Community and Social Services, Correctional Services and Health to various institutions across the province. The Ministry of Community and Social Services acts as the "lead ministry" in coordinating the services of Chaplains employed by other ministries as well as the Ministry of Community and Social Services. Chaplaincy Services works with the Ontario Multifaith Council on Religious and Spiritual Care (OMCSRC) and government ministries in developing and implementing policy with regards to the provision and delivery of spiritual and religious care.

Regional offices and coordinators are listed below.

Rev. Siebert VanHouten

Hamilton-Niagara Region

499 King St. E., Rm. 209

**Hamilton L8N 1E1**

905-525-0122

Fax 905-525-5353

Rev. Adam K. Prasuhn

Southeast Region

336 Alfred St.

**Kingston K7L 3S5**

613-548-6757

Fax 613-549-7653

Rev. Stuart J. Schroeder  
Guelph-Goderich Region  
Freeport Hospital  
3570 King St. E.  
**Kitchener** N2A 2W1  
519-893-2710  
Fax 519-894-8330

Rev. John de Vries  
Woodstock-Windsor Region  
CPRI  
600 Sanatorium Rd.  
**London** N6H 3W7  
519-471-2540 Ext. 2308/2112  
Fax 519-641-1922

Rev. Lynda Kelly  
Georgian Bay - Toronto Region  
Green Acres Home for the Aged  
194 Eagle St.  
**Newmarket** L3Y 1J6  
905-773-6404 Ext. 294  
Fax 905-895-5368

Rev. Dr. Arnold A. Bethune  
Toronto - Mississauga Region  
Thistletown Regional Centre  
51 Panorama Crt.  
**Rexdale** M9V 4L8  
416-326-0796  
Fax 416-326-0644

Rev. Fr. René G. Hébert  
Northeast Region  
Sudbury District Office  
10 Elm St. W., 3rd Flr.  
**Sudbury** P3C 5N3  
705-675-4271  
Fax 705-688-3099

Vacant  
Northwest Region  
710 Victoria Ave.  
**Thunder Bay** P7C 5P7  
807-625-7444  
Fax 807-625-7485

MANAGEMENT SUPPORT UNIT  
EMERGENCY SOCIAL SERVICES PLANNING  
880 Bay St., 4th Flr.  
Queen's Park, Toronto M7A 2B6  
416-326-0894  
Fax 416-326-1217

The Ministry coordinates and encourages planning for provision of Emergency Social Services in the event of a major disaster. This section liaises with the Federal Government, provides consultation to municipalities and assists regional and area offices in developing appropriate plans within the community.

MANAGEMENT SUPPORT UNIT  
VOLUNTEERS  
880 Bay St., 4th Flr.  
Queen's Park, Toronto M7A 2B6  
416-326-0894  
Fax 416-326-1217

This section coordinates and advises on the development of volunteer programs for Ministry operations, such as facilities for the developmentally handicapped, probation services, training schools, and the Senior Volunteer in Service Program. The section also serves as a Ministry focus for encouraging volunteerism in social services within the community, and administers the Ministry's **Volunteer Awards Program**.

## OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY

80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-325-5669  
1-800-263-2841 (Toll-free)

The office has been in operation since 1978 and is recognized under the Child and Family Services Act to protect the rights and interests of children and families who are receiving or seeking services through the Ministry of Community and Social Services. Staff intercedes and speaks on behalf of individual children and their families who without assistance may not be able to obtain needed services or solutions to problems.

## SOCIAL ASSISTANCE AND EMPLOYMENT OPPORTUNITIES DIVISION

Hepburn Block, 6th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-325-5614

Social Assistance and Employment Opportunities Division is responsible for the development of policy and programs and implementation planning in the area of social assistance and employment opportunities; and supports reform of the social assistance system.

## EMPLOYMENT SUPPORT PROGRAMS

Hepburn Block, 4th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-327-4978

Employment Support Programs consist of a series of **employment** initiatives assisting recipients of social assistance and persons with disabilities to become economically independent. Programs include the **Municipal/First Nation Employment Program**, which combines several programs such as the former Employment Supports Initiative (ESI) and the former Municipal Job Developer (MJD). Early intervention programs include **Community Youth Supports (CYS)**, **Preparation for Independence (PFI)**, and **FUTURES** - residential component for transitional aged youth (15-21 years). Work experience programs such as the **Social Service Employment Program (SSEP)** and summer and part-time **Student Employment Experience** programs are also available. For further information on these programs, contact the Employment Liaison Officer through the Ministry's area offices (see Regional Organization). Programs for persons with disabilities include the Vocational Rehabilitation Service (VRS) and Supported Employment Programs. Information on these programs can be obtained from either Employment Liaison Offices or local Vocational Rehabilitation Services offices.

**POLICY DEVELOPMENT AND PROGRAM DESIGN**

Hepburn Block, 3rd Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5255

This branch develops policy and program design for Family Benefits, General Welfare Assistance, and Employment Opportunities.

**SOCIAL ASSISTANCE PROGRAMS**

Hepburn Block, 3rd Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5255

The purpose of the Ontario Government's Social Assistance Programs is to ensure that a responsive system of financial assistance enables eligible persons in need to obtain a basic level of allowances and benefits and an opportunity for self-development and independence. Income Maintenance Programs, described individually in the entries that follow, include Family Benefits, General Welfare Assistance, Handicapped Children's Benefit Program and Vocational Rehabilitation Maintenance Allowances.

**SOCIAL ASSISTANCE PROGRAMS****FAMILY BENEFITS**

Hepburn Block, 3rd Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5255

The Family Benefits program provides **financial assistance** to persons in need for a prolonged period of time, including sole support **parents** raising children alone, **disabled persons**, the **blind**, permanently **unemployable** persons, foster **children**, qualified persons aged 60 to 64 and persons aged 65 or over. In addition, a **Handicapped Children's Benefit** is available to eligible families caring for a severely handicapped child at home. If need is demonstrated, a monthly **allowance** and other benefits (prescribed **drugs**, **dental** care, eyeglasses, home repairs) are provided. The allowance for the disabled and the blind is also known as **GAINS-D (Guaranteed Annual Income System, Disabled)**. To apply for family benefits contact the area and local offices listed under this Ministry's Regional Organization entry.

**SOCIAL ASSISTANCE PROGRAMS****GENERAL WELFARE ASSISTANCE**

Hepburn Block, 3rd Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5255

The General Welfare Assistance (**GWA**) program provides short-term **financial assistance** to help pay for necessities when a person experiences loss of income. **GWA** is administered by municipalities and Indian Bands or by the province in unorganized territories. **GWA** has four kinds of financial assistance based on need. General Assistance provides for ordinary



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## 174 MINISTRY OF COMMUNITY AND SOCIAL SERVICES

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living expenses. Special Assistance provides for extraordinary living expenses, e.g. prescribed **drugs**, **dental** care, **prosthetics** (including eyeglasses, hearing aids), and for **burials**. Supplementary Aid is issued for extraordinary living expenses (as above) to recipients of Family Benefits, Old Age Security, Spouse's Allowance, Canada Pension Plan, GAINS-A (senior citizens), or GAINS-D (blind and disabled) and vocational rehabilitation. To apply for General Welfare Assistance, contact municipal welfare offices and Indian Bands. In unorganized territories, contact the area and local offices listed under this Ministry's Regional Organization entry.

### SOCIAL ASSISTANCE PROGRAMS

#### HANDICAPPED CHILDREN'S BENEFIT PROGRAM

Hepburn Block, 3rd Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5255

The Handicapped Children's Benefit Program has a special allowance for eligible families caring for severely **disabled children** in their own homes. Services are delivered through the area and local offices listed under this Ministry's Regional Organization entry.

### SOCIAL ASSISTANCE PROGRAMS

#### SOCIAL ASSISTANCE REVIEW BOARD

1075 Bay St., 7th Flr.

Toronto M5S 2B1

416-326-5104

1-800-387-5655 (Toll-free)

The Board is an independent body which holds province-wide hearings of appeals by individuals regarding decisions on General **Welfare Assistance**, **Vocational Rehabilitation Services**, **Family Benefits**, and co-payment (exemption from payment for chronic care services) under the **Health Insurance Act**.

### SOCIAL ASSISTANCE PROGRAMS

#### VOCATIONAL REHABILITATION MAINTENANCE ALLOWANCES

Hepburn Block, 3rd Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5255

This program is designed to provide **financial assistance** as a monthly income to **disabled persons** enrolled in a training program and receiving services from the **Vocational Rehabilitation** program. Services are delivered through the Area and Local Offices entry.

## STRATEGIC DIRECTIONS

Hepburn Block, 6th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1E9

416-325-5420

Fax 416-325-5432

The Strategic Directions Division provides the Ministry with the policy and advice on Ministry-wide issues related to social services including labour management in the broader public sector; expenditure control strategies; corporate policy issues; aboriginal self-government for social services; intergovernmental and international liaison; and program evaluation, research; and the development and design of programs and policies to improve child care services.

The **Estimates Secretariat** (325-5369) will provide overall direction and will work with other divisions and branches to develop the Ministry's annual estimates plan.

**Corporate Policy** (325-5381) will develop broad, Ministry strategic directions in the context of the government agenda; develop policies that cut across Ministry systems and programs; will maintain an on-going liaison in intergovernmental and international activities and will support the coordination of the overall policy agenda.

The **Broader Public Sector Secretariat** (325-5369) will provide policy and operational advice on labour management issues in the broader public sector.

The **Native Affairs Secretariat** (327-4844) coordinates Ministry-wide policy development for services to aboriginal peoples and manages Ministry participation in comprehensive negotiations on aboriginal self-government. The secretariat also has responsibility for intergovernmental relations as it relates to the Ministry's delivery of programs and services to aboriginal peoples.

The **Research and Program Evaluation Unit** (325-5355) is the primary focus of research and program evaluation activities in the Ministry. In-house evaluation, technical consultation, research and evaluation design, funding and project management services are available to support the activities of the divisions of the Ministry.

The **Child Care Branch** (325-4865) is responsible for policy development and program design to facilitate child care service delivery at the area office level.

**Child Care Program** area offices inspect and issue licenses to nursery schools, child care centres and home child day care agencies. The current legislative authority is the Day Nurseries Act. Information and consultation on program development, staffing, legislation and special child care programs (e.g., for native peoples, handicapped, etc.) are offered to community groups. The Ministry provides financial assistance (operational start-up capital assistance) to municipalities, First Nations, approved corporations and other non-profit incorporated groups to establish non-profit day nurseries and also provides direct operating (program subsidies) to improve child care, staff salaries and benefits. Municipalities, First Nations and approved corporations can also receive Ministry funding to provide fee subsidies for eligible families in need of financial assistance to cover child care costs.

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## ACTS

### ACTS

The Ministry of Community and Social Services is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact this Ministry's legal services or communications branch.

Charitable Institutions Act  
Child and Family Services Act  
Child Welfare Municipal Payments Continuance Act, 1976  
Child Welfare Validation of Adoption Orders Act, 1980  
Day Nurseries Act  
District Welfare Administration Boards Act  
Family Benefits Act  
General Welfare Assistance Act  
Indian Welfare Services Act  
Jewish Family and Child Service of Metropolitan Toronto Act  
Ministry of Community and Social Services Act  
R.S.O. 1960, Chapter 377 (not part of 1980 consolidation)  
R.S.O. 1990, Chapter C.9 (RSO 1990 C.9)  
R.S.O. 1990, Chapter D.11  
R.S.O. 1990, Chapter D.2  
R.S.O. 1990, Chapter F.2  
R.S.O. 1990, Chapter G.6  
R.S.O. 1990, Chapter H.11  
R.S.O. 1990, Chapter I.4  
R.S.O. 1990, Chapter M.20  
R.S.O. 1990, Chapter V.5  
R.S.O. 1990, D.15  
S.O. 1970, Chapter 83 (not part of 1980 consolidation)  
S.O. 1976, Chapter 58 (not part of 1980 consolidation)  
S.O. 1980, Chapter 105  
S.O. 1980, Chapter 58 (not part of 1980 consolidation)  
S.O. 1984, Chapter 19  
Soldiers' Aid Commission Act  
Soldiers' Aid Commission Amendment Act, 1970  
Vocational Rehabilitation Services Act

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## MINISTRY OF CONSUMER AND COMMERCIAL RELATIONS

**555 Yonge St.  
Toronto M7A 2H6**

Established on November 24, 1966, the Ministry of Consumer and Commercial Relations was originally called the Department of Financial and Commercial Affairs. It consisted of three divisions, Consumer Protection, Superintendent of Insurance, and the Ontario Securities Commission, and administered 13 acts previously assigned to the Attorney General and Ministry of Justice. In 1972, the Department underwent extensive reorganization and acquired its present name. In 1986, the Ministry was divided into the separate ministries of Financial Institutions and Consumer and Commercial Relations.

Consumer and Commercial Relations now consists of five divisions, as well as numerous branches, boards and commissions and administers 57 different acts. The Ministry's programs, which affect business and consumers include: licensing, registration and inspection of business establishments to promote a high level of ethical business conduct; licensing and inspection of technical and operational situations to ensure public safety; registration of documents related to all aspects of real and personal property ownership; maintenance of community standards in films shown in Ontario; and control of the use and availability of beverage alcohol.

### DEPUTY MINISTER'S OFFICE

#### EMPLOYMENT EQUITY OFFICE

10 Wellesley St. E., 2nd Flr.  
Toronto M7A 2H8  
416-324-0434  
Fax 416-326-0094  
416-325-0432 (TDD)

The Employment Equity Office assists line managers in developing goals and plans to improve the employment status of the Ministry's aboriginal, disabled, francophone, racial minority and female employees. Other activities include training in aspects of employment equity implementation, analysis of the Ministry's designated group representation, and coordination of the Workplace Discrimination and Harassment Prevention Program.

### BUSINESS PRACTICES DIVISION

#### BUSINESS REGULATION BRANCH

BAILIFFS, COLL AGNCS, CONSM. PROT, CONSM RPTG  
555 Yonge St., 4th Flr.  
Toronto M7A 2H6  
416-326-8728  
Fax 416-326-8810

This office administers the Bailiffs, Collection Agencies, Consumer Protection, Consumer Reporting, and Paperback and Periodical Distributors Acts. The Registrar regulates bailiffs, collection agencies, consumer reporting agencies (credit and personal information investigation), direct sellers and distributors of paperback books and

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**periodicals.** This office arranges appointments under the Bailiffs Act, and registration under the **Paperback and Periodical Distributors Act.** The Ministry's Central Registration Section accepts the applications of businesses under the other Acts (Central File: 326-8800). Consumer complaints relating to all these Acts, (except for bailiffs which are handled by district sheriffs), should be directed to the Consumer Services Bureau (see list under this Ministry's Consumer Services Branch entry).

**BUSINESS REGULATION BRANCH  
CEMETERIES REGULATION SECTION**

555 Yonge St., 5th Flr.  
Toronto M7A 2H6  
416-326-8392  
Fax 416-326-8406

The Cemeteries Regulation Section administers the **Cemeteries Act**, which regulates operation of all **cemeteries, crematoria, mausolea, columbaria** and burial grounds. The section also answers inquiries and investigates **consumer complaints** about cemeteries and **burials**, and advises cemetery owners. For information, contact this office.

**BUSINESS REGULATION BRANCH  
CENTRAL REGISTRATION SECTION**

555 Yonge St., 4th Flr.  
Toronto M7A 2H6  
416-326-8800  
Fax 416-326-8810

The Central Registration Section maintains a central file of **businesses** and persons registered under the following Acts: **Consumer Protection (registration and bonding of itinerant sellers), Consumer Reporting (credit reporting and personal investigation agencies), Collection Agencies, Motor Vehicle Dealers, Real Estate and Business Brokers, Travel Industry.**

The section also answers inquiries on whether a business is registered under these Acts. For questions related to new applications, renewals and revisions, call the above number.

**BUSINESS REGULATION BRANCH  
ISSUES MANAGEMENT**

555 Yonge St., 3rd Flr.  
Toronto M7A 2H6  
416-326-8842  
Fax 416-326-8859

This office administers the **Discriminatory Business Practices Act.**

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**BUSINESS REGULATION BRANCH  
MOTOR VEHICLE DEALERS ACT**

555 Yonge St., 3rd Flr.  
Toronto M7A 2H6  
416-326-8670  
Fax 416-326-8859

The Registrar's office administers the Motor Vehicle Dealers Act and related consumer protection legislation to regulate approximately 25,000 dealers and salespersons of new and used **motor vehicles**. The Ministry's Central Registration Section assists in the **registration** function for dealers and salespersons and maintains a central file. (For registrants, new applications, renewals and revisions, call 326-8800). Complaints concerning the purchase and sale of motor vehicles are handled by the Consumer Services Bureaus (listed under this Ministry's Consumer Services Branch entry).

The **Motor Vehicle Dealers Compensation Fund** is also administered through this office. All **claims** and enquiries should be directed to the above address.

**BUSINESS REGULATION BRANCH  
REAL ESTATE AND BUSINESS BROKERS ACT, CONDOMINIUM ACT**

555 Yonge St., 3rd Flr.  
Toronto M7A 2H6  
416-326-8679  
Fax 416-326-8859

The Real Estate and Business Brokers Act protects Ontario consumers through **registration** of **real estate** and business **brokers** and salespersons. Registration records are maintained by the Ministry's Central Registration Section (registrants, new applications, renewals and revisions, call 326-8800). Before foreign land can be sold in Ontario, sellers must provide prospective buyers with an accurate description of the **real property** and terms of sale. Complaints regarding real estate and business brokers are handled by the Consumer Services Bureaus (listed under this Ministry's Consumer Services Branch entry).

The Condominium Act sets out the requirements for registration of condominium units of all types in Ontario and allows for the orderly operation of the corporation following registration. The structure of the corporation is established through its Declaration and By-laws. The office provides information only and has a booklet available for distribution free of charge.

**BUSINESS REGULATION BRANCH  
TRAVEL INDUSTRY ACT**

555 Yonge St., 3rd Flr.  
Toronto M7A 2H6  
416-326-8741  
Fax 416-326-8859

To protect the financial interests of Ontario travellers, and ensure ethical conduct and good **travel service**, the Travel Industry Act requires the **registration** of travel agents and wholesalers. The Ministry's Central Registration Section assists in the registration function

and maintains a central file (registrants, new applications, renewals and revisions, call 326-8800). Consumer complaints are handled by the Consumer Services Bureaus (see list under this Ministry's Consumer Services Branch entry).

The Ontario **Travel Industry Compensation Fund** is administered by an independent Board of Trustees. All **claims** and inquiries should be directed to 1200 Bay St., Ste. 1100, Toronto M2R 2A5 (975-0818).

### CONSUMER SERVICES BRANCH

555 Yonge St., 2nd Flr.

Toronto M7A 2H6

416-326-8600 (Consumer Services Bureau)

416-326-8606 (Investigation & Compliance)

The Consumer Services Branch processes consumer complaints, investigates alleged infractions, and inspects registrants under all Acts dealing with consumer protection. The branch is divided into three sections: **Consumer Services Bureaus**, **Investigation**, and **Compliance** (inspections).

Consumer Services Bureaus across Ontario answer **consumer** inquiries and review **complaints** arising from the purchase of goods or services (e.g., consumer rights regarding refunds and exchanges and deceptive or unfair **business** practices. Eight bureaus handle complaints under these Acts: **Bailiffs** (private bailiffs); **Business Practices** (which specifies practices considered to be deceptive, unfair or unconscionable, and provides the consumer with redress procedure); **Collection Agencies**; **Consumer Protection** (e.g., finance charges on **credit** purchases and **loans**) and door-to-door sales (**itinerant sellers**); **Consumer Reporting** (credit reporting and personal information agencies); **Motor Vehicle Dealers**, (e.g., purchase of **motor vehicles**); **Motor Vehicle Repair** (e.g., repairs to Motor Vehicle); **Prepaid Services** (e.g., memberships in fitness, health clubs, diet or modelling agencies); **Real Estate and Business Brokers**; **Travel Industry** (travel agents and wholesalers). The bureaus across the province are listed below.

119 King St. W., 5th Flr.

P. O. Box 2112

**Hamilton** L8N 3Z9

905-521-7554

Fax 905-521-7511

80 Dundas St. E., Main Flr.

Box 5600, Terminal "A"

**London** N6A 2P3

519-675-7605

Fax 519-675-7634

10 Rideau St., 2nd Flr.

**Ottawa** K1N 9J1

613-787-4048

Fax 613-787-4050

160 Charlotte St., Ste. 201

**Peterborough** K9J 2T7

705-745-1785

Fax 705-745-2179

199 Larch St., 2nd Flr.

**Sudbury** P3E 5P3

705-675-4378

Fax 705-675-4395

189 Red River Rd., 2nd Flr.

P. O. Box 2060

**Thunder Bay** P7B 5E7

807-343-7226

Fax 807-343-7227

555 Yonge St., 2nd Flr.

**Toronto** M7A 2H6

416-326-8600

Fax 416-326-8665

250 Windsor Ave., 6th Flr.  
**Windsor** M9A 6V9  
519-973-1484  
Fax 519-258-7710

ENTERTAINMENT STANDARDS BRANCH  
ATHLETICS COMMISSIONER

1075 Millwood Rd.  
Toronto M4G 1X6  
416-314-3630

The Athletics Commissioner administers the **Athletics Control Act**, and is responsible for the proper conduct of all professional combative **sports** in Ontario. The Commissioner maintains liaison with **community centres** and **arenas**, and issues **licences** to professional **boxers**, **kickboxers** and **wrestlers** and all officials involved in these sports.

ENTERTAINMENT STANDARDS BRANCH  
LOTTERIES SECTION

10 Wellesley St. E., 5th Flr.  
Toronto M7A 2H8  
416-326-8700

The Lotteries Section administers the lottery licensing provisions of and ensures compliance with the **Criminal Code of Canada**. The section issues **licences** for **lottery** events conducted by charitable and religious groups and at agricultural fairs and exhibitions and places of amusement.

The section also regulates the commercial delivery of gaming services for licensed lottery events conducted by charitable and religious organizations or fairs and exhibitions through the **Gaming Services Act** and Regulations. The Act also provides for the registration of commercial goods and suppliers of services to licensees.

ENTERTAINMENT STANDARDS BRANCH  
THEATRES SECTION

1075 Millwood Rd.  
Toronto M4G 1X6  
416-314-3626

The Theatres Section, which administers the amended Theatres Act, issues **licences** to **theatres** exhibiting standard film in the province and licenses **projectionists**, **film** distributors, **film exchanges**, **video retailers** and distributors, and projection equipment (including videotape machines) that are operated for public exhibition.

The section also provides administration services for the **Ontario Film Review Board**. The Board is responsible for the review and approval for public exhibition and distribution of all 35mm, 16mm, and 8mm film and **videotape**; and the approval of all printed **advertising** related to the public exhibition of film. Present criteria for approval and classification of films and videos are based on guidelines in the **Theatres Act** and Regulations.



**ONTARIO NEW HOME WARRANTY PROGRAM**

North York City Centre  
5160 Yonge St., 6th Flr., Northeast Tower  
North York M2N 6L9  
416-229-9200  
1-800-668-0124 (Toll-free)

The Ontario New Home Warranty Program (**ONHWP**) is the independent, non-profit corporation mandated by the Government of Ontario to administer the **Ontario New Home Warranties Plan Act**. The Act requires that all **builders** or vendors of new **homes** **register** with the Program and enrol each new home they offer for sale. Deposits paid to builders are protected to a maximum of \$20,000, and buyers receive several different warranty coverages on a new home, to a maximum value of \$100,000. Warranty coverage includes a one-year builder's warranty against original defects or infractions of the Ontario Building Code; a two-year builder's warranty against water penetration through the building envelope, as well as a two year warranty on all electrical and mechanical systems; and a seven-year warranty against major structural defects. Problems arising during the builder's warranty period should be brought to the builder's attention by the buyer. If the builder does not correct the problems during the warranty period, the program will help to resolve the dispute. The Program has regional offices throughout the province. It **publishes** a technical newsletter for builders called **Building Smart** in addition to three comprehensive technical reference manuals, and a series of brochures explaining warranty rights and obligations aimed at lawyers, mortgage lenders, builders, real estate agents and the home-buying public. The Program publishes an annual **Home Buyer's Guide to After Sales Service**, which lists all registered builders and rates many of them according to the quality of their after-sales customer service. For details, please contact the Warranty Program.

**CORPORATE SERVICES DIVISION**

10 Wellesley St. E., 6th Flr.  
Toronto M7A 2H8  
416-326-8460  
Fax 416-326-8461

The division coordinates the functions of three branches to provide corporate and administrative management services for the Ministry of Consumer and Commercial Relations. The division also administers implementation of, and compliance with, the Freedom of Information and Protection of Privacy Act and the French Language Services Act. The division also oversees the Employment Systems Review Project. The division is also responsible for corporate learning through the Learning Unit.

**FINANCE AND ADMINISTRATIVE SERVICES BRANCH  
ADMINISTRATIVE SERVICES SECTION**

10 Wellesley St. E., 6th Flr.  
Toronto M7A 2H8  
416-326-8752

The Administrative Services Section coordinates purchasing, printing, mail, duplicating, fleet management, facilities management, building security and waste management services for the Ministry. It also coordinates the distribution of corporate directives and guidelines

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and is responsible for policy administration, including management of ID cards for employees. Liaison with central agencies, the Management Board Secretariat and the Ministry of Transportation is an integral part of its responsibilities.

## FINANCE AND ADMINISTRATIVE SERVICES BRANCH

### FINANCE SECTION

10 Wellesley St. E., 4th Flr.  
Toronto M7A 2J3  
416-326-8900

The Finance Section provides all programs of the Ministry of Consumer and Commercial Relations with planning, management and accounting services, such as payroll reconciliation, accounts payable, financial reporting, estimates submission, budget variance analysis and results management reporting. It processes all revenue received and develops policies and procedures for financial forecasting, control and management performance reporting systems. The section also serves as a liaison with central agencies such as the Treasury Board and the Ministry of Finance.

## FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

10 Wellesley St. E., 6th Flr.  
Toronto M7A 2H8  
416-326-8463  
Fax 416-326-8461

The Freedom of Information and Protection of Privacy (FOI) Coordinator responds to requests for information made by the public under the Freedom of Information Act; monitors implementation within the Ministry of the government's policy on the protection of individual privacy (with respect to personal information).

## FRENCH LANGUAGE SERVICES

10 Wellesley St. E., 6th Flr.  
Toronto M7A 2H8  
416-326-8462  
Fax 416-326-8461

The French Language Services Coordinator oversees the effective implementation, delivery and maintenance of French language services in all aspects of Ministry programs; advises Ministry officials and staff on policies and administrative matters regarding French language services; interprets relevant legislation; handles complaints; keeps the Ministry's senior management informed on all subjects related to French language services.

## HUMAN RESOURCES BRANCH

10 Wellesley St. E., 7th Flr.  
Toronto M7A 2J6  
416-326-8890

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for human resource matters within their units. The branch is responsible to the Ministry of Consumer and Commercial Relations for human resources policies and procedures, administration and management; Pre-Retirement Seminars and human resources planning; research into human resources-related issues and programs; staff redeployment co-ordination; establishment of employee classification and compensation

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levels; staff recruitment; employee counselling; employee and staff relations; occupational health and safety; investigation of employee grievances, and all matters affecting working conditions and performance. Personnel, payroll, attendance and employee benefit records are maintained for the ministry. The branch also liaises with the Civil Service Commission, Management Board Secretariat, Ontario Public Service Employees Union (OPSEU), Ontario Pension Board and Ministry of Finance.

#### **INTERNAL AUDIT AND OPERATIONAL REVIEW BRANCH**

101 Bloor St. W., 3rd Flr.

Toronto M7A 2H8

416-314-9500

Fax 416-314-9517

Internal Audit and Operational Review Branch assists all levels of management in the Ministry of Consumer and Commercial Relations in achieving program objectives by: providing assurance that control processes are satisfactory; furnishing timely recommendations for improving the economy and efficiency of operational and systems (information technology) activities; and assessing the adequacy of established criteria to measure program effectiveness. The branch evaluates the adequacy of financial, operational, and management controls designed to ensure that physical, human, and information assets of the ministry are safeguarded against loss or misuse. This office ascertains the extent of compliance with established Ministry and government policies and guidelines.

The branch also provides advice to program areas. In partnership with management, audit staff also act as consultants in development of major information systems to ensure project success, system control and data integrity.

#### **INFORMATION TECHNOLOGY DIVISION**

320 Front St. W., 9th Flr.

Toronto M7A 2H6

416-326-9400

Fax 416-326-9404

The Information Technology Division is responsible for the effective planning and implementation of information technology; Information Management and Business Improvement Project; consulting services relating to computing, data processing, general office automation and other information technologies in the Ministry. This office develops and maintains information systems. The division liaises with the Management Board Secretariat and private sector suppliers.

Information Technology Planning Branch develops corporate information technology plans, policies, standards and guidelines. It develops corporate information management policies; provides support for corporate database design; provides information resource management services; reviews Ministry programs for potential productivity improvements through the application of new technologies; and conducts major tenders for corporate information technology requirements.

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The Information System Services Branch manages application development, implementation and systems maintenance for the Ministry. The End-User Services Section provides support in hardware and program selection. Installation and technology training are provided as ongoing support to Ministry staff.

Network Operations Section provides system support and management of the minicomputer network, overall coordination of the voice and data telecommunications network, and supports the implementation of the Ministry's strategic plan. The section reviews and evaluates potential uses of new technology as it relates to the AS/400 network.

## **POLICY, AGENCY AND CORPORATE AFFAIRS DIVISION**

555 Yonge St., 8th Flr.

Toronto M7A 2H6

416-326-8260

Fax 416-326-8885

This division coordinates the functions of four branches to provide policy, legal and communications support for the Ministry of Consumer and Commercial Relations. It also functions as a liaison between the Ministry of Consumer and Commercial Relations and its agencies.

### **ABORIGINAL GAMING**

10 Wellesley St. E., 2nd Flr.

Toronto M7A 2H8

416-326-8350

Fax 416-326-9553

The Aboriginal Gaming Section of Ministry of Consumer and Commercial Relations is responsible for developing and managing the relationship between First Nations and the Province in the gaming area. In particular, the section conducts negotiations with First Nations throughout Ontario with respect to gaming activities.

### **AGENCY RELATIONS BRANCH**

555 Yonge St., 8th Flr.

Toronto M7A 2H6

416-326-8860

Fax 416-326-8885

The Agency Relations Branch is responsible for policy program and financial liaison with ministry agencies which include the LCBO, LLBO, ORC and CRAT. The branch is also responsible for industry liaison with the alcohol beverage and racing sectors.

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**COMMUNICATIONS SERVICES BRANCH**

555 Yonge St.  
Toronto M7A 2H6  
416-326-8525 News and Info Section  
416-326-8555 General Inquiry  
416-326-8566 (TDD) (Visual Ear)  
1-800-268-1142 (Toll-free)

This branch establishes communications policy for the Ministry, advises other branches on related activities, and provides communications support to the Minister and the Deputy Minister. The branch comprises the News and Information Section and General Inquiry.

The News and Information Section informs the public, client groups and the media about the Ministry's activities; develops all communications programs for the Ministry; and produces and distributes publications, audio-visual materials, and news releases.

The General Inquiry offers a bilingual information service to the general public. In addition, touch tone callers may access the 24-hour automated voice system to obtain information on Ministry programs and issues or to order forms and brochures. **Deaf** or speech impaired persons using the Visual Ear (TDD) network service can also contact the General Inquiry Unit.

**LEGAL SERVICES**

555 Yonge St., 5th Flr.  
Toronto M7A 2H6  
416-326-8588

Legal Services counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The office also performs general legal services for the Ministry, such as rendering opinions, settling claims, and attending court hearings, administrative tribunals, etc.. Legal services are supplied by the Ministry of the Attorney General.

**POLICY BRANCH**

555 Yonge St., 8th Flr.  
Toronto M7A 2H6  
416-326-8868  
Fax 416-326-8885

The Policy Branch provides support to the Minister, Deputy Minister and program divisions in strategic planning, policy development and analysis, and issues management.

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**PUBLIC ENTERTAINMENT STANDARDS PROGRAM****ONTARIO RACING COMMISSION**

180 Dundas St. W., 14th Flr.

Toronto M5G 1Z8

416-327-0520

Fax 416-325-3478

The Ontario Racing Commission (**ORC**) administers the **Racing Commission Act**, which involves supervision and control of thoroughbred, standardbred and quarter horse racing in Ontario. The **ORC** licences all racetrack operators and racing participants. Licences may be obtained by contacting the **ORC** office at any operating Ontario racetrack. The commission holds **public hearings** on all applications for race dates, as well as appeals of rulings issued by commission judges and stewards officiating at the races. It also administers the **Race Tracks Tax Sharing Arrangement**, a program that provides purse supplements to the racing industry for both thoroughbred and standardbred horses; breeding incentive programs (the **Ontario Sires Stakes**); and funds for **equine research**. The **ORC** can provide the dates on which tracks are operating, offer information on licensing requirements and deal with any inquiries on horse racing.

**REGISTRATION DIVISION**

393 University Ave., 4th Flr.

Toronto M7A 2H6

416-314-5095

This division provides for the registration of interests in real property and personal property, and is responsible for the operation of all Land Registry Offices in the province. It administers the Marriage Act, the Change of Name Act, and the collection and custody of records under the Vital Statistics Act. Through its Companies Branch, it provides for the incorporation, dissolution and revival of companies, and registration of partnerships and proprietorships. The division provides used vehicle information package to the public, upon request.

**COMPANIES BRANCH****CLIENT LIAISON SECTION**

393 University Ave., 2nd Flr., Ste. 200

Toronto M5G 2M2

416-314-0081

1-800-361-3223 (Toll-free)

416-314-8880 General Enquiry

The Client Liaison Section provides information to clients in response to general and specific enquiries about all branch services. This section also promotes the use of the branch's automated system (Ontario Business Information System - **ONBIS**) by working in partnership with private and public sector clients to provide remote access to corporate and **business** registration information maintained by the branch.

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## COMPANIES BRANCH

## COMPLIANCE SECTION

393 University Ave., 2nd Flr., Ste. 200

Toronto M5G 2M2

416-314-8880

1-800-361-3223 (Toll-free)

The Compliance Section has responsibility for encouraging and monitoring compliance to the legislation administered by the Companies Branch, particularly in the area of reporting of corporate information to ensure accuracy of the public **record**. Access to these records is given to the public, the corporate and legal communities, law enforcement agencies and other government departments.

## COMPANIES BRANCH

## CORPORATE SEARCH AND BNLP SERVICES SECTION

393 University Ave., 2nd Flr., Ste. 200

Toronto M5G 2M2

416-314-8880

1-800-361-3223 (Toll-free)

The Corporate Search and BNLP Services Section deals with searches of **corporations** and **certificates of corporation status**. Microfiche copies of documents (e.g., articles of **incorporation**) of corporations in Ontario can be provided. The section also **registers** the **business** names of sole proprietors, **partnerships** and corporations that carry on business in Ontario under **names** other than their own; registers dissolution or withdrawal of these business names; and conducts public searches of documents relating to all the above business enterprises.

## COMPANIES BRANCH

## CORPORATE SERVICES SECTION

393 University Ave., 2nd Flr., Ste 200

Toronto M5G 2M2

416-314-8880

1-800-361-3223 (Toll-free)

The Corporate Services Section examines and processes articles of **incorporation**, articles of amendment of business corporations, applications for incorporation of **non-profit corporations**(**churches**, community groups, etc.), and issues letters patent and extra-provincial **licences** to non-Canadian business corporations in Ontario. The section also cancels charters (letters patent, **certificates of incorporation**).

## LEGAL SERVICES BRANCH

393 University Ave., 4th Flr.

Toronto M7A 2H6

416-314-5180

The Legal Services Branch provides legal support to the Personal Property Security Registration Branch, the Real Property Registration Branch and the Office of the Registrar General. It also responds to enquiries concerning the interpretation of the **Boundaries Act**, **Certification of Titles Act**, **Land Registration Reform Act**, **Land Titles Act**, **Registry Act**, **Repair and Storage Liens Act** and **Personal Property Security Act**.

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**PERSONAL PROPERTY SECURITY REGISTRATION BRANCH**

393 University Ave., 3rd Flr.

Toronto M7A 2H6

416-325-8847

The branch manages the **Personal Property Security Registration System (PPSR)**, and administers the **Personal Property Security Act (PPSA)**, and the **Repair and Storage Liens Act (RSLA)**.

The PPSR System provides a registration function whereby a person who **loans** money and takes personal property (e.g., a **motor vehicle**) as collateral for the loan can register notice of the **security agreement** through the registration of a **financing statement**. In addition, repairers and storers of goods who have returned the goods to the owners before being paid can register notice of their non-possessory **liens** through the registration of a claim for lien. A registration can be submitted by mail to the Central Registration Branch or in person to any one of the 49 PPSR branch offices listed under this Ministry's Real Property Registration Branch entry.

PPSR now permits preauthorized clients with appropriate computer technology to file their registrations electronically instead of by paper. The branch also allows these clients to have limited access to the PPSR database to conduct their own searches from the convenience of their office.

The PPSR System also provides an enquiry service so that the people can determine, when buying **personal property** or accepting it for security as collateral for a loan, whether a notice of security interest or non-possessory lien has been registered against the property (i.e. whether the owner has previously pledged the property as security or owes for repairs or storage of the property).

Together with the MTO, the PPSR Branch now offers the Used Vehicle Information Package (UVIP) to members of the public. The UVIP's provide members of the public with Ontario lien information, Ontario vehicle registration information and red book value on which provincial sales tax is based.

The Personal Property Security Registration Branch **publishes** the Personal Security Registration and Enquiry Guide which provides registration and enquiry information, A Consumer's Guide to the Personal Property Security Registration System and A Guide to the Repair and Storage Liens Act. Mailing addresses for the branch are as follows:

**Mailed-in Inquiries:**

Personal Property Registration Branch

Box 4120, Postal Station "A"

Toronto M5W 1T2

**Mailed-in Registrations:**

Central Registration Branch

Box 21100, Postal Station "A"

Toronto M5W 1W6



**REAL PROPERTY REGISTRATION BRANCH**

393 University Ave., 4th Flr.  
Toronto M7A 2H6  
416-596-3696

The Real Property Registration Branch is responsible for the management and operation of the 55 Land Registry Offices throughout Ontario. The offices register, store and preserve documents, **deeds, mortgages** and plans of survey. **Registration** relates to the ownership and encumbrance of real property under both the Land Titles system and the Registry system. All registered and deposited records are available to the public (for a fee) to search title or obtain information relating to the ownership of **real property**.

The branch monitors the quality of plans of survey through its **Surveys, and Title Services Office** by both direct pre-registration examination and post-registration audit and review. The office examines applications for first registration, **Boundaries Act** plans and applications under the Certification of Titles Act. The processing of both applications for first registration under the Land Titles Act and the Certification of Titles Acts and **Condominium** plans approval has also been decentralized and is now performed in the individual Land Registry Offices.

The branch records are currently being converted to an automated format. Long-term improvements include the automation of the land records index and property title information, and the production of computer-generated property **maps**.

Forty-eight of the 55 Land Registry Offices provide registration and enquiry services related to the **Personal Property Security Registration System (PPSR)**. **Liens** against personal property (boats, cars) may be registered or prospective buyers may determine whether personal property is free of encumbrances. Fourteen of the Land Registry Offices provide local incorporation services under the Business Corporations Act. The following is a list of five regional offices and **55 Land Registry Offices** indicating the services provided: Registry (REG), **Land Titles (LT)**, Personal Property Security Registration (PPSR), and **Company incorporation (CO)**.

**REGIONAL OFFICES**

Eastern Regional Office  
1055 Princess St., Ste. 202  
**Kingston** K7L 5T3  
613-545-4461  
Fax 613-545-4466

Central West Region  
200 Frederick St., 3rd Flr.  
**Kitchener** N2H 6N9  
519-571-6068  
Fax 519-571-6073

Southwest Regional Office  
219 Oxford St. W., Ste. 303  
**London** N6H 1S5  
519-675-7767  
Fax 519-675-7771

Northern Regional Office  
128 Larch St., Ste. 501  
**Sudbury** P3E 5J8  
705-675-4111  
Fax 705-675-2352

Central East Regional Office  
393 University Ave., 4th Flr., Ste. 402  
**Toronto** M7G 1E6  
416-314-4896  
Fax 416-314-4899

## REGISTRY OFFICES

REG  
63 Kenyon St. W.  
P. O. Box 668  
**Alexandria** K0C 1A0  
613-525-1315  
(Glengarry)

REG, PPSR  
2 Industrial Dr.  
P. O. Box 1180  
**Almonte** K0A 1A0  
613-256-1577  
(Lanark)

REG, LT, PPSR, CO  
Court House  
114 Worsley St.  
**Barrie** L4M 1M1  
705-725-7232  
705-737-3600 Paging Service  
(Simcoe)

REG, LT, PPSR  
280 Pinnacle St.  
**Belleville** K8N 3B1  
613-968-4597 Reg, Lt  
613-968-8261 PPSR  
613-968-5382/8611 Paging Service

REG, LT, PPSR  
15 Dominion St.  
P. O. Box 720  
**Bracebridge** P1L 1R6  
705-645-4415  
705-645-8773 Paging Service  
(Muskoka)

REG, LT, PPSR  
7765 Hurontario St.  
P. O. Box 1200  
**Brampton** L6V 2L8  
905-874-4008 Reg, Lt  
905-453-1272 PPSR  
(Peel)

REG, PPSR  
Court House  
80 Wellington St.  
**Brantford** N3T 2L9  
519-752-8321 Reg  
519-752-5571 PPSR  
519-753-8664/8665 Paging Service  
(Brant)

REG, PPSR  
7 King St. W.  
**Brockville** K6V 3P7  
613-345-5751/53/56  
(Leeds)

REG, PPSR  
10 Echo St.  
P. O. Box 310  
**Cayuga** N0A 1E0  
905-772-3531  
905-772-3532 Paging Service  
(Haldimand)

REG, LT, PPSR  
40 William St. N.  
**Chatham** N7M 4L2  
519-352-5520  
(Kent)

REG, PPSR  
1005 William St., Ste. 105  
**Cobourg** K9A 5J4  
905-372-3813  
905-372-7471 Paging Service  
(Northumberland)

REG, LT, PPSR  
Court House  
149 4th Ave.  
P. O. Box 580  
**Cochrane** P0L 1C1  
705-272-5791  
(Cochrane)

REG, PPSR  
127 Sydney St.  
**Cornwall** K6H 3H1  
613-932-4522  
613-932-7046 Paging Service  
(Stormont)

REG, LT, PPSR  
353 Church St.  
P. O. Box 398  
**Fort Frances** P9A 3M7  
807-274-5451  
(Rainy River)

REG, PPSR  
38 North St.  
**Goderich** N7A 2T4  
519-524-9562  
519-524-9651 Title Searchers  
(Huron)

REG, LT, PPSR  
27 Phipps St.  
**Gore Bay** P0P 1H0  
705-282-2442  
(Manitoulin)

REG, PPSR  
P. O. Box 905  
21 Douglas St.  
**Guelph** N1H 6M6  
519-822-0251  
519-767-9191/9444  
(Wellington)

REG, LT, PPSR  
375 Main St.  
P. O. Box 159  
**Haileybury** P0J 1K0  
705-672-3332  
705-672-2344 Paging Service  
(Timiskaming)

REG, LT, PPSR, CO  
Ontario Government Bldg.  
119 King St. W., 4th Flr.  
P. O. Box 2112  
**Hamilton** L8N 3Z9  
905-521-7561  
905-525-4571 Paging Service  
(Wentworth)

REG, LT, PPSR  
220 Main St. S.  
P. O. Box 1350  
**Kenora** P9N 3X7  
807-468-2794  
(Kenora)

REG, PPSR, CO  
1 Court St.  
**Kingston** K7L 2N4  
613-548-6767  
613-542-1783 Paging Service  
(Frontenac)

REG, PPSR, CO  
200 Frederick St., 3rd Flr.  
**Kitchener** N2H 6N9  
519-571-6043 Reg, PPSR. Co  
519-576-6600 Paging Service  
(Waterloo)

REG, LT, PPSR  
Queen & Court Sts.  
P. O. Box 302  
**L'Orignal** K0B 1K0  
613-675-4648  
613-675-2626 Paging Service  
(Prescott)

REG, PPSR  
Provincial Court Bldg.  
440 Kent St. W.  
Box 4000  
**Lindsay** K9V 4S5  
705-324-4912  
705-324-5061 Paging Service  
(Victoria)

REG, LT, PPSR, CO  
80 Dundas St.  
P. O. Box 5600  
**London** N6A 2P3  
519-675-7600 Reg, Lt  
519-675-7612 PPSR, Co  
519-679-7190 Paging Service  
Fax 519-675-7633  
(Middlesex)

REG, LT, PPSR  
491 Steeles Ave. E.  
**Milton** L9T 1Y7  
905-878-7287/8/9 Reg, Lt  
905-878-1882 PPSR  
905-878-8159/8150 Paging Service  
(Halton)

REG  
Newcastle St.  
P. O. Box 270  
**Minden** K0M 2K0  
705-286-1391  
705-286-1702 Paging Service  
(Haliburton)

REG  
5th St.  
P. O. Box 645  
**Morrisburg** K0C 1X0  
613-543-2583  
(Dundas)

REG, PPSR  
87 Thomas St. E.  
**Napanee** K7R 1L1  
613-354-3751  
(Lennox)

REG, LT, PPSR  
50 Eagle St. W., 1st Flr.  
**Newmarket** L3Y 6B1  
905-895-1561  
905-895-9801 Paging Service  
(York Region)

REG, LT, PPSR  
360 Plouffe St.  
**North Bay** P1B 9L5  
705-474-2270  
(Nipissing)

REG, PPSR  
10 Louisa St.  
**Orangeville** L9W 3P9  
519-941-1481  
519-941-1703 Freelancers  
(Dufferin)



REG, LT, PPSR, CO  
 Court House  
 161 Elgin St., 4th Flr.  
**Ottawa** K2P 2K1  
 613-239-1230  
 613-239-1288/1289 Paging Service  
 613-239-1290/1291 Paging Service  
 613-239-1248/1249 Paging Service  
 (Ottawa-Carleton)

REG, PPSR  
 Court House  
 595 9th Ave. E.  
**Owen Sound** N4K 3E3  
 519-376-1637  
 519-376-1647 Paging Service  
 (Grey)

REG, LT, PPSR  
 28 Miller St.  
**Parry Sound** P2A 1T1  
 705-746-5816  
 705-746-7643 Paging Service  
 (Parry Sound)

REG, PPSR  
 400 Pembroke St. E.  
 P. O. Box 760  
**Pembroke** K8A 6X1  
 613-732-8331  
 613-732-8620 Paging Service  
 (Renfrew)

REG, LT, PPSR, CO  
 160 Charlotte St., 2nd Flr.  
**Peterborough** K9J 2T8  
 705-876-6690  
 (Peterborough)

REG, PPSR  
 1 Pitt St.  
 P. O. Box 1310  
**Pictou** K0K 2T0  
 613-476-3219  
 613-476-6616 Paging Service  
 (Prince Edward)

REG  
 499 Centre St.  
 P. O. Box 1660  
**Prescott** K0E 1T0  
 613-925-3177  
 (Grenville)

REG, LT  
 1122 Concession St.  
 P. O. Box 10  
**Russell** K4R 1C8  
 613-445-2138  
 613-445-2126 Paging Service  
 (Russell)

REG, PPSR, CO  
 Court House  
 700 N. Christina St.  
**Sarnia** N7V 3C2  
 519-337-2393  
 (Lambton)

REG, LT, PPSR, CO  
 420 Queen St. E.  
 P. O. Box 550  
**Sault Ste. Marie** P6A 5M8  
 705-253-8887  
 705-253-9151/5511 Paging Service  
 (Algoma)

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## USER QUESTIONNAIRE

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Thank you for taking the time to give us your feedback. After completing this questionnaire, please moisten glue strips, fold in half and return to the address printed on the reverse. To save the cost of postage, drop off the completed questionnaire at any Ontario government office where it will be redirected, free of charge, to the address shown on the reverse.

1. Are you employed by the municipal, provincial, federal government, or any government-funded organization?

☐ yes

☐ no

2. If you are self-employed or working in the private sector, please specify the type of business.

3. Do you find the organization or layout of the KWIC Index easy to use?

☐ yes

☐ no, please explain

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4. Are you usually able to locate the required information?

☐ yes

☐ no, please explain

5. Would you be interested to purchase the KWIC Index in electronic format, if it were to be made available?

☐ yes

☐ no

6. If you answered yes to question 5, which media would be of interest to you?:

☐ diskette

☐ CD ROM

☐ Other, specify

7. Additional comments, if any

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**TO:**  
**Management Board Secretariat**  
**Databases and Directories Unit**  
**7th Floor, Ferguson Block**  
**77 Wellesley Street West**  
**Toronto, Ontario**  
**M7A 1N3**

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REG, LT, PPSR  
Court House  
530 Queensway W., 2nd Flr.  
P. O. Box 9  
**Simcoe** N3Y 4K8  
519-426-2216  
519-426-9482 Paging Services  
(Haldimand-Norfolk)

REG, LT, PPSR  
59 Church St.  
**St. Catharines** L2R 3C3  
905-684-6351  
905-684-2377 Paging Service  
(Niagara North)

REG, LT, PPSR  
Wellington St.  
P. O. Box 4  
**St. Thomas** N5P 3T5  
519-631-3015 Reg, Lt  
519-633-4471 PPSR  
519-631-1014/8363 Paging Service  
(Elgin)

REG, PPSR  
5 Huron St.  
P. O. Box 902  
**Stratford** N5A 5S4  
519-271-3343  
519-271-6772 Paging Service  
(Perth)

REG, LT, PPSR, CO  
199 Larch St., 3rd Flr.  
**Sudbury** P3E 5P9  
705-675-4300 Reg, Lt  
705-675-4306 PPSR, Co  
(Sudbury)

REG, LT, PPSR, CO  
189 Red River Rd., 2nd Flr.  
P. O. Box 2060  
**Thunder Bay** P7B 5E7  
807-343-7436  
Fax 807-343-7439  
(Thunder Bay)

LT  
20 Dundas St. W., Ste. 420  
Box 117  
**Toronto** M5G 2C2  
416-314-4430  
416-314-4424/4425 Paging Service  
416-314-4426/4427 Paging Service  
416-314-4428/4429 Paging Service  
(Metropolitan Toronto Land Titles)

PPSR  
393 University Ave., 3rd Flr.  
**Toronto** M7A 2H6  
416-325-8847  
Fax 416-596-3838  
(Toronto)

REG  
20 Dundas St. W., Ste. 321  
Box 108  
**Toronto** M5G 2C2  
416-314-4400  
416-314-4454 Paging Service  
(Toronto Registry)

REG, LT, PPSR  
203 Cayley St.  
P. O. Box 1690  
**Walkerton** N0G 2V0  
519-881-2259  
(Bruce)



**REG, LT, PPSR, CO**

200 Division St.

**Welland L3B 4A2**

905-735-4011/13

905-732-6704/1545/2795 Paging Service

(Niagara South)

**REG, LT, PPSR, CO**

250 Windsor Ave., 3rd Flr.

**Windsor N9A 6V9**

519-971-9980 Reg, Lt

519-971-9976 PPSR

519-256-4995/6/7/8 Paging Service

(Essex)

**REG, LT, PPSR, CO**

590 Rossland Rd. E.

**Whitby L1N 9G5**

905-430-3452

Fax 905-666-9806

(Durham)

**REG, LT, PPSR**

75 Graham St.

P. O. Box 246

**Woodstock N4S 6J8**

519-537-6286/7

519-537-3115 Paging Service

(Oxford)

**REGISTRAR GENERAL BRANCH**

189 Red River Rd., 3rd Flr.

P. O. Box 4600

Thunder Bay P7B 6L8

807-343-7420

1-800-461-2156 (Toll-free)

The Registrar General Branch registers and records Ontario **births, deaths, marriages**, still-births, parentage and **name** changes. The branch also keeps **adoption** and **divorce records**. **Statistics** relating to births, still-births, marriages, divorces and deaths are compiled annually and published under the title "Ontario Vital Statistics". Wallet and file size certificates as well as certified copies of registrations of births, deaths and marriages in Ontario are provided to entitled applicants on payment of appropriate fees. Under the Marriage Act, certificates of **registration** are issued to persons authorized to perform marriages in Ontario (contact **Marriage Office**).

**TECHNICAL STANDARDS DIVISION**

3300 Bloor St. W., 4th Flr.

Etobicoke M8X 2X4

416-234-6090

Fax 416-326-8248

The Technical Standards Division sets design **standards** for certain kinds of equipment and machinery which may affect public **safety**, and carries out inspections to ensure that safety standards are met. Programs of this division are described in separate entries.

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**ELEVATING DEVICES BRANCH**

3300 Bloor St. W., 3rd Flr., West Tower  
 Etobicoke M8X 2X4  
 416-234-6060

The Elevating Devices Branch administers the **Elevating Devices Act** which applies with the exception of those devices covered under the **Mining Act**, to **elevators, escalators, dumbwaiters, moving walks, manlifts, platform lifts, ski lifts**, lifts for the **disabled** and **construction hoists**, and the **Amusement Devices Act** which covers **go-karts**, amusement rides, bungee jumping and **water slides**. Elevating and amusement devices are inspected and **licensed**. Inspection is a requirement in both Acts and all devices are inspected before initial licensing to ensure compliance with adopted **safety standards** and the registered design or dossier submitted. The operation of non-conforming or unsafe devices must be suspended. In the case of elevating devices, **contractors** installing, maintaining and repairing these devices must be **registered** with the branch and monitored. For amusement devices, licensees (business owners) are licensed and subsequently monitored. Individual devices must have a **permit** renewed annually.

The branch initiates and issues safety rulings, maintains a data bank of technical and statistical information, and participates in the development of safety codes through the **Canadian Standards Association** and international standards-making organizations. Field inspection operations are managed from the main Toronto office. Inspectors are located at head office and various district field offices throughout the province, as listed below. The engineering and field management staff combine expertise to investigate **accidents**, incidents and **consumer complaints** and undertake complex technical investigations to resolve problems.

The branch also reviews and registers all **designs** for regulated equipment, prior to installation and licensing to ensure compliance with technical/safety codes and standards.

Etobicoke (Head Office)  
 416-234-6060

Ottawa  
 613-787-4046

Hamilton  
 905-521-7558

Sudbury  
 705-675-4381

Kingston  
 613-389-7443

Thunder Bay  
 807-343-7228

Kitchener  
 519-749-1613

Windsor  
 519-973-1486

London  
 519-675-7629

**FUELS SAFETY BRANCH**

3300 Bloor St. W., 4th Flr., West Tower  
Etobicoke M8X 2X4  
416-234-6030

The Fuels Safety Branch, which enforces the **Ontario Energy Act** and the **Gasoline Handling Act** and their regulations, strives to prevent loss of life, bodily injury and property damage by controlling potential safety hazards in the transportation, transmission, distribution and storage of **fuels** such as **natural gas, oil, propane, and gasoline**. The branch issues **licences** to gasoline **service stations**, propane facilities and companies which distribute natural gas and oil; **registers contracting** companies which do work covered under the Energy Act or the Gasoline Handling Act; and issues **certificates** to natural gas and propane fitters and handlers and oil-burner mechanics. The branch audits all these operations on a spot-check basis.

The branch also examines and approves site plans prior to the construction of certain licensed facilities, such as gasoline self-service stations and propane facilities.

Etobicoke  
416-234-6030  
Fax 416-234-6037

Peterborough  
705-742-1562  
Fax 705-742-8249

Hamilton  
905-521-7559  
Fax 905-521-7511

Thunder Bay  
807-343-7224  
Fax 807-343-7227

London  
519-675-7605  
Fax 519-675-7634

**PRESSURE VESSELS SAFETY BRANCH**

3300 Bloor St. W., 3rd Flr., West Tower  
Etobicoke M8X 2X4  
416-234-6000

The branch strives to minimize the loss of life and property arising from the fabrication, installation or operation of **boilers** and **pressure vessels** and pressure piping systems. Under the **Boilers and Pressure Vessels Act** and the **Operating Engineers Act**, the branch ensures **safety** by reviewing and registering engineering **designs** of boiler and pressure vessels, pressure fitting, pressure piping systems, **welding** procedures, and performing inspections during fabrication, installation, and periodically thereafter. Other responsibilities include approval and inspection of major repairs to all **boilers** and pressure vessels, and pressure piping systems; qualifying and issuing **licences** to **welders**; **registering** and classifying **steam, refrigeration** and **compression plants**; issuing licences to their operators and **operating engineers**, and investigating related **accidents**. For administering the inspection and welder testing segments of the program, the province is divided into three regions, listed below.

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Eastern, Southwestern & Northern Ontario  
 3300 Bloor St. W., 3rd Flr., West Tower  
**Etobicoke M8X 2X4**  
 416-234-6000

Western Ontario  
 80 Dundas St.  
 P. O. Box 5600 Stn. "A"  
**London N6A 1E7**  
 519-675-7605

### UPHOLSTERED AND STUFFED ARTICLES BRANCH

3300 Bloor St. W., 4th Flr.  
**Etobicoke M8X 2X4**  
 416-234-6088  
 Fax 416-326-8248

The branch administers the **Upholstered and Stuffed Articles Act** and ensures **safety** by **registering** renovators and manufacturers and inspecting premises of registrants and retailers of **upholstered and stuffed articles**. Responsibilities include investigating **consumer complaints** about stuffed furniture, mattresses, pillows, clothing materials, toys, etc., and testing filling materials for compliance with the regulations. Field offices listed below carry out the same inspection and complaint investigation functions as the head office, and pick up samples of filling materials for submission to head office for testing. There are two branch field offices, listed below.

Mr. Tom MacRae  
 80 Dundas St., Main Flr.  
 P. O. Box 5600, Terminal "A"  
**London N6A 2P3**  
 519-675-7627  
 Fax 519-675-7634  
 (Western)

Mr. J.J. Richard  
 2423 Iris St.  
**Ottawa K2C 1C7**  
 613-829-1300  
 (Eastern)

### AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Consumer and Commercial Relations are listed below. Contact the Communications Services Branch (326-8525) for unlisted agencies.

### COMMERCIAL REGISTRATION APPEAL TRIBUNAL

1 St. Clair Ave. W.  
 Toronto M4V 1K6  
 416-314-4260

The Tribunal holds public hearings on **appeals** to review administrative decisions denying, refusing to renew, suspending or revoking **registration** of individuals and **corporations**. It also hears appeals to review government-originated cease and desist orders respecting **advertising**, selling and unfair business practices by **real estate** and **business brokers** and salespersons, **mortgage** brokers, **motor vehicle** dealers and salespersons, **bailiffs**, consumer **credit** reporting agencies, **collection agencies**, **itinerant sellers** (**Consumer Protection Act**) manufacturers and renovators of **upholstered and stuffed articles**, distributors of paperback **books** and **periodicals**, **travel** agents and wholesalers. Under the



**Discriminatory Business Practices Act**, the Tribunal handles appeals. In addition, it hears claimant and registrant appeals from decisions and proposals of the Corporation administering the **Ontario New Home Warranties Plan Act**, appeals of **credit unions** from orders taking over management of the **Ontario Share and Deposit Insurance Corporation**, claimant appeals from trustees' decisions under the **Travel Industry Act**, and appeals for compensation under the Travel Industry Act, Ontario New Home Warranties Plan Act and Motor Vehicle Dealers Compensation Fund under the **Motor Vehicle Dealers Act**, as well as, decisions made by the Registrars under the **Funeral Directors and Establishments Act** and the **Cemeteries Act**.

#### LIQUOR CONTROL BOARD OF ONTARIO

55 Lake Shore Blvd. E.  
Toronto M5E 1A4  
1-800-668-5226 (Toll-free)

Under the provisions of the **Liquor Control Act**, the Liquor Control Board of Ontario (LCBO) purchases spirits, wines and beers from 40 countries worldwide for sale in a socially responsible manner to Ontario consumers and to the province's 14,000 licensed establishments.

Revenues generated by the LCBO help fund a wide range of important provincial government social programs and services.

The LCBO operates five regional warehouses which service more than 600 retail **liquor** stores throughout Ontario. Through this integrated distribution network, more than 2,800 General List products are available to consumers.

The LCBO also operates six Vintages' stores, as well as Vintages' Corners in many of its regular stores, offering an additional 1,500 premium **wines**, beers and spirits frequently as special releases and one-time offerings. Vintages' products can also be ordered through regular LCBO stores. Consumers can order thousands more unique and hard-to find products through the LCBO's Private Stock ordering program.

In keeping with its strategy of matching products and services with the needs of the community and marketplace, the LCBO operates nearly 80 agency stores in partnership with established retailers in mostly northern communities where the local population is insufficient to support a regular LCBO store.

For travellers leaving the country, there are duty-free stores at Pearson International Airport and another at Ottawa International Airport. In addition, the LCBO regulates 10 land border point duty-free stores. It also regulates the sale of beer through more than 400 **Brewers' Retail stores**. The LCBO oversees the production of Ontario wine and its sale through some 324 authorized retail outlets owned by various wine producers operating in the province.

A recognized world leader in technological analysis and research, the LCBO's Quality Assurance Laboratory regularly tests alcoholic beverages sold in Ontario. This testing ensures products sold by the LCBO comply with the standards required under the Federal Food and Drug Act and the LCBO's own high standards for consistent quality and taste.

For more information about LCBO products and services, call the LCBO Infoline toll free at 1-800-668-5226. In Toronto call 365-5900.

**LIQUOR LICENCE BOARD OF ONTARIO**

55 Lake Shore Blvd. E.

Toronto M5E 1A4

416-864-2570

Fax 416-326-0308

Under the Liquor Licence Act, the Liquor Licence Board of Ontario (**LLBO**) issues, renews, **transfers**, suspends and revokes **liquor licences** (including **Special Occasion Permits**) for on-premise sale and consumption of **alcoholic** beverages. The Board also regulates alcoholic beverage **advertising** and inspects all licensed establishments in Ontario. **Ontario Photo Cards** are available on a voluntary basis to Ontario residents over 19. Application forms may be obtained from liquor stores and **Brewers' Retail** outlets.

Licensing: Special Occasions Permits 326-0458; Ontario Photo Cards 326-0462; Manufacturers/Agents Licences 326-0353; Delivery Licenses 326-0464; Seminars 326-0421; Customer Service 326-0445; Communications 326-0422. Advertising: 326-0400. Inspections: 326-0336. Hearings: 326-0363.

**ACTS****ACTS**

The Ministry of Consumer and Commercial Relations is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's communications branch.

Amusement Devices Act  
 Apportionment Act  
 Assignments and Preferences Act  
 Athletics Control Act  
 Bailiffs Act  
 Boilers and Pressure Vessels Act  
 Boundaries Act  
 Bread Sales Act  
 Business Corporations Act  
 Business Names Act  
 Business Practices Act  
 Cemeteries Act  
 Certification of Titles Act  
 Change of Name Act  
 Collection Agencies Act  
 Condominium Act  
 Consumer Protection Act  
 Consumer Protection Bureau Act  
 Consumer Reporting Act  
 Corporations Act  
 Corporations Information Act  
 Discriminatory Business Practices Act  
 Electronic Registration Act, 1991  
 Elevating Devices Act

Energy Act  
Extra-Provincial Corporations Act  
Factors Act  
Funeral Directors and Establishments Act  
Gaming Services Act, 1992  
Gasoline Handling Act  
Land Registration Reform Act  
Land Titles Act  
Limited Partnerships Act  
Liquor Control Act  
Liquor Licence Act  
Marriage Act  
Ministry of Consumer and Commercial Relations Act  
Motor Vehicle Dealers Act  
Motor Vehicle Repair Act  
Ontario New Home Warranties Plan Act  
Operating Engineers Act  
Paperback and Periodical Distributors Act  
Partnerships Act  
Personal Property Security Act  
Petroleum Products Price Freeze Act, 1975 (unconsolidated and unrepealed)  
Prepaid Service Act  
Racing Commission Act  
Real Estate and Business Brokers Act  
Registry Act  
Repair and Storage Liens Act  
Residential Complex Sales Representation Act  
Theatres Act  
Travel Industry Act  
Upholstered and Stuffed Articles Act  
Vital Statistics Act  
Wine Content Act

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## MINISTRY OF CULTURE, TOURISM AND RECREATION

77 Bloor St. W.  
Toronto M7A 2R9

The Ministry of Culture, Tourism and Recreation was established in 1993 following a reorganization of the former ministries of Culture and Communications and Tourism and Recreation.

It formulates policies and delivers programs and services to help strengthen Ontario's culture, tourism, recreation, information and heritage sectors and to improve access of all Ontarians to these experiences.

Activities include: conducting promotions and marketing within and outside the province; assisting culture, tourist and recreation facilities operators; maintaining government-sponsored attractions and agencies; and providing culture, tourism and recreation, sports and fitness resources to municipalities and provincial organizations.

A network of field offices assists in the delivery of the Ministry's programs, resources and services across the province.

### DEPUTY MINISTER'S OFFICE

#### ARCHIVES OF ONTARIO

77 Grenville St.  
Toronto M7A 2R9  
416-327-1600  
Fax 416-324-3600  
416-327-1582 Historical inquiries  
416-327-1552 photos, maps, architectural  
1-800-668-9933 (Toll-free)

The Archives of Ontario, which administers the Archives Act, acquires significant unpublished documents to preserve Ontario's **historical heritage**, to retain information of long term operational value to government ministries and to make them available to users. It obtains important non-current records from Ontario government agencies through statutory schedules and important historical **manuscripts, maps, pictures, photographs, architectural** drawings, early **newspapers, audio-visual** archives, etc., from other sources through donation or purchase. Often used collections include early Ontario **land, estates (wills), health, court, corporate** registration, census, **schools, vital statistics** and **family** local history **records**. The Archives of Ontario maintains a conservation **laboratory** for restoration of Archives' holdings and operates a library and public **reading room** open to all for personal, historical, administrative, legal or other **research**. It welcomes information on the location of historical material. The Archives has published **A Guide to the Holdings of the Archives of Ontario, 2 vols. (1986)**. General information brochures are available. The Public Service Unit offers tours and speakers to historical, heritage and educational organizations.



The Archives is also responsible for management of the recorded **information** of the Government of Ontario. Its staff offer advice and assistance to ministries and government agencies on cost-efficient **records management**, including hard-copy and **computer** generated records and **microrecordings**.

#### **CORPORATE AFFAIRS BRANCH**

77 Bloor St. W., 7th Flr.

Toronto M7A 2R9

416-314-7400

Fax 416-314-7411

Corporate Affairs communicates the Ministry's policies and programs to the general public and culture, tourism and recreation clients. The branch advises the Minister, Deputy Minister, senior management and program staff on corporate communications. It is responsible for corporate, culture and recreation marketing, media relations, and the production of statements, speeches, news releases and corporate publications.

The branch is also responsible for developing and directing strategic planning, policy and issue management coordination, as well as developing and managing evaluation services for ongoing assessment of Ministry Programs. It provides leadership, expertise and advice to the Minister, Deputy Minister and senior management, on government and Ministry priorities and developments.

#### **ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES & ORGANIZATIONAL PLANNING DIVISION**

77 Bloor St. W., 6th Flr.

Toronto M7A 2R9

416-314-7311

Fax 416-314-7313

The division provides a wide range of financial, management and administrative services to the Ministry of Culture, Tourism and Recreation as well as the Ministry of Citizenship. Services provided include audit and evaluation, legal, human resources, financial planning and accounts payable and information technology. The division is also responsible for French language services, employment equity, organizational planning and Ministry relocation for the Ministry of Culture, Tourism and Recreation only.

#### **AUDIT AND EVALUATION BRANCH**

77 Bloor St. W., 14th Flr.

Toronto M7A 2R9

416-314-7040

The Audit and Evaluation Branch carries out independent reviews and appraisals of all Ministry activities, and reports to management on the adequacy of internal financial and management controls.

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**BUDGET AND PROGRAM ANALYSIS UNIT**

77 Bloor St. W., 14th Flr.

Toronto M7A 2R9

416-314-7225

The Budget and Program Analysis Unit supports the program managers and agencies of the Ministry of Culture, Tourism and Recreation, and the Ministry of Citizenship in budget preparation and financial analysis. The unit is responsible for coordinating the allocation process, reporting financial conditions to senior management and acts as the Ministry liaison with Treasury and Management Board.

**FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH**

77 Bloor St. W., 4th Flr.

Toronto M7A 2R9

416-325-6136

The Financial and Administrative Services Branch provides the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship with accounting and administrative support services.

The Financial Services Section (325-6136) performs the coordination and processing of all financial transactions and relevant statistical data for the Ministries' program areas and designated agencies. The section is responsible for developing and maintaining effective reporting procedures in order to support program managers.

The Administrative Services Section (325-6005) provides facilities management, purchasing and assets, forms and records management, administrative and corporate manual coordination and Freedom of Information & Privacy Protection activities. Office services include surplus assets, printing, mail, courier, distribution and vehicles management.

**FREEDOM OF INFORMATION AND PRIVACY OFFICE**

77 Bloor St. W., 12th Flr.

Toronto M7A 2R9

416-314-7710

The Freedom of Information and Privacy Office (FIPP) administers the Freedom of Information and Protection of Privacy Act within the Ministry of Culture, Tourism and Recreation, the Ministry of Citizenship and their Schedule I Agencies.

Assistance to the public or government employees in locating certain records or processing requests is available from either the FIPP Office or the Ministry's **FIPP Reading Room**, located in the resource centre on the 9th Floor, 77 Bloor St. W., Toronto.

To identify information and records held by the institution, both locations provide FIPP brochures and request forms, the Directory of Records, the Ministry's FIPP Annual Report to the Commissioner, and administration and operational Ministry manuals.

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### FRENCH LANGUAGE SERVICES

77 Bloor St. W., 3rd Flr.  
Toronto M7A 2R9  
416-325-6214

This office coordinates the implementation of the government's French Language Services Act, 1986, within the Ministry of Culture, Tourism and Recreation and its agencies.

The office serves as a link between the francophone community and the Ministry and advises the Ministry on ways to meet the needs of Ontario's francophone population.

### HUMAN RESOURCES BRANCH

77 Bloor St. W., 3rd Flr.  
Toronto M7A 2R9  
416-325-6078  
416-325-6372 (TDD)  
Fax 416-325-6371

The Human Resources Branch performs personnel functions for the Ministry of Culture, Tourism and Recreation and the Ministry of Citizenship working mainly in an advisory capacity with line managers. The branch is responsible for human resource policies and procedures, redeployment, occupational health and safety, establishment of employee classification and compensation levels, staff recruitment, human resource planning, training and development, employee counselling, investigation of employee grievances and all matters affecting working conditions and performance. The branch also maintains the personnel, payroll and employee benefit records.

### INFORMATION TECHNOLOGY BRANCH

77 Bloor St. W., 4th Flr.  
Toronto M7A 2R9  
416-325-6031  
Fax 416-325-6388

The branch is responsible for the effective planning and implementation of information technology to meet the business requirements of the Ministry. Activities and services provided to the Ministry include: strategic systems and technology planning involving the development and periodic review of plans for the automation of Ministry activities; client consultation to identify opportunities where technology will assist client business activities; technical support and education to ensure the ongoing and effective use of technology; and systems development and integrated office systems involving the provision and maintenance of corporate information systems, particularly automated office systems.

### LEGAL SERVICES BRANCH

77 Bloor St. W., 2nd Flr.  
Toronto M7A 2R9  
416-314-7025  
Fax 416-314-7038

The branch provides legal advice, opinion and guidance on the programs and activities of the Ministry of Culture, Tourism and Recreation, the Ministry of Citizenship and some of their agencies.

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**NIAGARA FALLS RELOCATION PROJECT**

101 Bloor St. W., 7th Flr.  
Toronto M5S 1P7  
416-314-7209  
Fax 416-314-7213

The Niagara Falls Relocation Project provides leadership and direction to the Ministry regarding all aspects of the relocation of its head office from Toronto to Niagara Falls.

**ORGANIZATIONAL PLANNING BRANCH**

77 Bloor St. W., 3rd Flr.  
Toronto M7A 2R9  
416-314-6600  
Fax 416-325-4232

The Organizational Planning Branch is a new branch of the Ministry, designed to guide and assist the Ministry, its managers and staff in defining their changing roles within government; to promote and foster a culture of innovation, effectiveness and efficiency that will help the Ministry direct its limited resources towards what is important and critical.

**ASSISTANT DEPUTY MINISTER - CULTURE DIVISION****CULTURAL LIAISON BRANCH/BOOK PUBLISHING PROGRAM**

77 Bloor St. W., 6th Flr.  
Toronto M7A 2R9  
416-314-7358  
Fax 416-314-7460

The Cultural Liaison Branch is composed of two sections: the Cultural Agencies Section and the Ontario Publishing Centre.

The Cultural Agencies Section is responsible for fiscal, policy and program liaison with 11 cultural agencies and institutions of the Ministry.

The Ontario **Book Publishers Assistance Program** is administered jointly by the **Ontario Development Corporation** and the Cultural Liaison Branch, and is designed to encourage and promote the entrepreneurial potential of the Ontario based **book publishing** companies through a program of loan guarantees and interest subsidies.

The Ontario Publishing Strategy - Ontario Publishing Centre supports the business needs of the book and magazine publishing industry in Ontario by providing project grants to qualified publishers for promotion, sales and marketing.

The Trade Organizations Program provides operating grants to three cultural industry trade organizations to assist them with on-going membership programs.

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**CULTURAL PROGRAMS BRANCH**

77 Bloor St. W., 3rd Flr.  
Toronto M7A 2R9  
416-314-7080

The Cultural Programs Branch is composed of four units with responsibilities for different cultural programs.

The Museums and Heritage Organizations Programs Unit (314-7156) provides specialized advisory services and funding assistance to a wide range of heritage groups in Ontario including local **museums**, historical societies and **heritage** organizations, provincial heritage organizations, and the Multicultural History Society of Ontario.

The **Heritage Properties Programs** Unit (314-7137) advises other provincial ministries, municipalities, **Local Architectural Conservation Advisory Committees (LACACs)**, heritage organizations, and the private sector on heritage conservation and planning, and provides technical assistance and advice on conservation practices and techniques. The unit also administers the Ministry's **Preserving Ontario's Architecture Program**, the **Ontario Heritage Bridge Program** and the **Canadian Register of Heritage Properties** (Ontario).

The Archaeology and Heritage Planning Unit (314-7148) performs regulatory and educational functions related to archaeological and cultural resource management. These functions are outlined in the Ontario Heritage Act, the Planning Act and the Environmental Assessment Act. The unit administers the **archaeological licensing program**, maintains a database of the 10,000 known **archaeological** sites in Ontario, maintains a **register** of properties designated under the **Ontario Heritage Act**, administers the Conservation Review Board, and reviews projects going through the environmental assessment and planning processes.

Through four regional Archaeology offices the unit assists communities and groups in identifying, conserving and managing marine and land-based archaeological resources, and provides technical assistance to projects which encourage education and training in archaeological research and resource conservation.

The Arts and Cultural Industries Support Unit provides program and consultative services on a domestic and international basis. It offers operating grant support for eligible arts and cultural industry service organizations and project-based support for the broader cultural sector through programs which assist in market development initiatives, and **cultural exchanges**, between Ontario and Quebec, and between Ontario and targeted regions abroad. Other responsibilities include policy liaison, intergovernmental relations, and program development, implementation and monitoring.

The **Art Abroad Program** provides **grants** to cultural organizations involved in international cultural initiatives such as trade fairs, touring and promotion. A variety of projects between Ontario and Quebec are funded by the cultural exchange program of the **Ontario-Quebec Commission for Cooperation**. Per diem support is also available to foreign journalists and programmers visiting Ontario to view Ontario's cultural programming and resources, and travel subsidies are available to individual artists. Marketing support is also provided to the sound recording sector.

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**HERITAGE ARTS AND CULTURAL INDUSTRIES POLICY BRANCH**

77 Bloor St. W.  
Toronto M7A 2R9  
416-314-7177  
Fax 416-314-7790

The Heritage, Arts and Cultural Industries Policy Branch strives to enhance the social and economic well-being of Ontarians by advancing policies that promote the cultural vitality of Ontario; ensuring that cultural implications are fully considered in all policies and programs across the Ontario Government; and providing sectoral policy leadership for heritage, arts and cultural industries. It accomplishes these by focusing on the following key objectives: fostering the development of cultural policies and strategies; promoting broadened participation in cultural development; building the knowledge and partnerships to support cultural development; communicating the importance and benefits of culture and cultural development to the social and economic well-being of Ontario; and evaluating the effectiveness and efficiency of cultural policies and strategies in Ontario.

The branch is organized into the following two groups:

Policy Coordination and Planning Group is responsible for policy advice and analysis, issues management, general information management, freedom of information, communication, liaison with clients, and strategic and operation planning relating to Ontario's Heritage, Arts and Cultural Industries.

Policy and Program Development Group is responsible for medium to long term policy development, program development, program evaluation and monitoring of the branch's operational environment. As part of its responsibility, the group is currently undertaking two strategic projects. Cultural Industries Strategy Project: an industry led process in partnership with government to develop recommendations on a cultural industries strategy for Ontario. Cultural industries include film, publishing, music and commercial theatre. Heritage Legislation Project: the development of new heritage legislation and associated regulations for Ontario.

The branch administers the Ontario Heritage Act. The Act is currently undergoing review.

**LIBRARIES AND COMMUNITY INFORMATION BRANCH**

77 Bloor St. W., 3rd Flr.  
Toronto M7A 2R9  
416-314-7611  
Fax 416-314-7635

The branch ensures Ontario government leadership to public libraries and community information centres to develop accessible, equitable and empowering information and library services for the people of Ontario.

The **Planning and Operations Unit** plans and implements programs and services for public libraries, community information centres, the Ontario Library Service and provincial library organizations. Specific programs administered include: per household operating grants to public libraries; library project grants; Writers-in-Libraries; the Trillium Book Award/Prix Trillium; and operating and special grants to the Ontario Library Association.

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The unit maintains liaison with the Ontario Library Service and administers their transfer payments. The unit monitors and develops positions regarding policy and regulatory issues affecting public library and information services.

The **Telematics and New Media Unit** offers a range of advisory services in the use of technology and telecommunications to facilitate the development of the Provincial Information Grid for Ontario public libraries, community information centres and First Nations libraries. It participates in strategic planning with the stakeholders for the integration of the technologies, including feasibility studies, evaluation and consultative and financial services in areas of networking and the technology applications. The unit supports the development of the Information Network for Ontario and is responsible for the development of policies and programs related to the provincial resource sharing of information and library materials.

## ASSISTANT DEPUTY MINISTER - RECREATION DIVISION

### AGENCY LIAISON UNIT

77 Bloor St. W., 8th Flr.

Toronto M7A 2R9

416-314-7000

Fax 416-314-7003

The Agency Liaison Unit is responsible for strengthening the partnership between the Ministry and provincially-operated agencies and attractions.

### PROVINCIAL SPORT RECREATION AND LEADERSHIP BRANCH

77 Bloor St. W., 8th Flr.

Toronto M7A 2R9

416-314-7440

Fax 416-314-7458

The branch, through public education programs, promotes participation in **sports, fitness and recreation** activities for individual enjoyment. The Provincial Organization Services Section (314-7676) provides administrative and consultative services, as well as, **financial assistance** to provincial organizations. The Leadership Section is responsible for **leadership** development, coaching programs, **Fitness Ontario Leadership Program** and skills development initiatives. The section is also responsible for the **Sports Awards Programs** which recognize the contribution and accomplishments of **athletes** and citizens in amateur sports and recreation and the **Corps d'Elite Programs** which recognize outstanding individuals who have contributed significantly to the development of recreation in this Province. The High Performance Development Section manages participation/athlete development programs and promotes participation in multi-sport games, such as the Ontario **Summer and Winter Games** for the able-bodied and regional and provincial games for the **disabled** and **seniors**. The Active Living Programs Section is responsible for the development of programs in support of encouraging Ontarians to adopt active, healthy lifestyles and the promotion of safe participation in sport, fitness and recreation activities.

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The **Ontario Sports Centre** (495-4000), is a private organization which provides administrative services for provincial sport organizations, the Sports Services Unit (495-4321) and provincial recreation associations (495-4088). The centre is funded by this Ministry. Information on all of the above services is also available from Ministry field offices.

#### RECREATION POLICY AND PROGRAM DEVELOPMENT BRANCH

77 Bloor St. W., 8th Flr.

Toronto M7A 2R9

416-314-7186

Recreation Policy and Program Development Branch works with other parts of the Recreation Division, the Ministry and other ministries in facilitating and furthering the Government's economic and social objectives related to sports, fitness and leisure activities.

The branch monitors Ministry activity, provides policy advice and develops policies, strategies and programs in relation to the province's recreation sector with regard to provincially significant recreation issues.

#### ASSISTANT DEPUTY MINISTER - TOURISM DIVISION

##### AGENCY LIAISON UNIT

77 Bloor St. W., 8th Flr.

Toronto M7A 2R9

416-314-7000

Fax 416-314-7003

The Agency Liaison Unit is responsible for strengthening the partnership between the Ministry and provincially-operated agencies.

##### ONTARIO TRAVEL INFORMATION

77 Bloor St. W.

Toronto M7A 2R9

416-314-0944

If long distance from other codes in Canada & USA, dial

1-800-ONTARIO (Toll-free)

(except Yukon, N.W.T. and Alaska)

416-314-0956 (French)

If long distance from other area codes in Canada, dial

1-800-268-3736 (French) (Toll-free)

(except Yukon and N.W.T.)

Fax 416-314-7372

Ontario Travel Information offers Ontario **travel** counselling and customizing trip planning to the public; supplies information and publications on tourist attractions, **accommodations, campgrounds, parks** (including **hiking trails, canoe outfitters**), **events, festivals, exhibitions**, package tours, **hunting, fishing, boating and skiing**; distributes road and tourist **maps**; and reports on up-to-date ski and winter **road** conditions, campground vacancies and areas where autumn scenery can be enjoyed.



Twenty-four hour seasonally recorded reports are available by calling 314-0998 for alpine skiing, spring blossoms, campground vacancies and fall colours, or 314-0960 for cross-country skiing. The branch operates twelve travel information centres year-round. Six seasonal travel centres are open from mid-May to Labour Day. The **travel centres** are listed below.

### OPEN ALL YEAR

Hwy. 400 Northbound  
south of Barrie

#### **Barrie**

903 Brookdale Ave. at  
Seaway International Bridge  
(currency exchange)

#### **Cornwall**

100 Goderich St.  
near Peace Bridge  
(currency exchange)

#### **Fort Erie**

400 Central Ave.  
(currency exchange)

#### **Fort Frances**

Hwy. 401 & Hwy. 2  
east of Lancaster

#### **Lancaster**

5355 Stanley Ave.  
west on Hwy. 420  
from Rainbow Bridge  
(currency exchange)

#### **Niagara Falls**

1415 Venetian Blvd.  
at foot of Blue Water Bridge  
(currency exchange)

#### **Sarnia**

120 Huron St. at  
International Bridge  
(currency exchange)

#### **Sault Ste. Marie**

QEW Westbound  
at Garden City Skyway  
(currency exchange)

#### **St. Catharines**

Eaton Centre  
290 Yonge St., 2 below  
(in Eaton's Store)

#### **Toronto**

110 Park St. E.  
at Windsor-Detroit tunnel, and  
1235 Huron Church Rd.  
east of Ambassador Bridge  
(currency exchange)

#### **Windsor**

### OPEN MID-MAY TO LABOUR DAY

Hwy. 417  
**Hawkesbury E.**

Hwy. 137 at 1000 Islands Bridge  
(currency exchange)

#### **Hill Island**

Hwy. 17, west of Kenora  
**Kenora**

International Bridge Exit, Hwy. 61  
**Pigeon River**

Prescott-Ogdensburg Bridge, Hwy. 16  
**Prescott**

International Bridge Exit, Hwy. 11  
**Rainy River**

**REGIONAL SERVICES COORDINATION BRANCH**

77 Bloor St. W., 7th Flr.

Toronto M7A 2R9

416-314-7270

Fax 416-314-7284

Regional Services Coordination Branch provides development and consulting services to tourism and recreation clients to stimulate productivity, employment and recreational opportunities in the Province of Ontario.

The branch promotes the **tourism industry** by offering management and development consulting services to tourist operators and investors; delivering government **financial assistance** programs; advising and assisting **municipalities** to develop tourism strategies and programs; administering the **Ontario Travel Association Program**; and issuing **licences** to **tourist accommodation establishments** not licensed by the Liquor Licence Board.

The branch provides professional consulting services to regional and **community** recreation clients to facilitate development of fiscal and organizational areas, **leadership**, and programs and facilities. It ensures access to information about Ministry **recreation, sports** and **fitness** programs, and channels Ministry resources to municipalities, community organizations and interest groups in Ontario.

The branch also delivers community recreation **grant** programs.

For further information, contact the nearest Ministry field office listed below.

**EASTERN REGION****Tourism and Recreation Office**

2211 Parkedale Ave.

**Brockville** K6V 6B2

613-342-5522

Fax 613-342-3436

If long distance dial

1-800-267-8138 (Toll-free)

**Tourism and Recreation Office**

1055 Princess St., Ste. 304

**Kingston** K7L 5T3

613-545-4350

Fax 613-545-0790

If long distance dial

1-800-267-0225 (Toll-free)

**Tourism and Recreation Office**

10 Rideau St., 4th Flr.

**Ottawa** K1N 9J1

613-787-4000

Fax 613-787-4020

If long distance dial

1-800-267-9340 (Toll-free)

1-800-267-8889 (Toll-free)

**Tourism and Recreation Office**

Time Square

380 Armour Rd., Ste. 195

**Peterborough** K9H 7L7

705-748-3711

Fax 705-748-4306

If long distance dial

1-800-461-7629 (Toll-free)

**NORTHEAST REGION**

Tourism and Recreation Office  
 42 King William St.  
**Huntsville** P0A 1K0  
 705-789-4448  
 Fax 705-789-9533  
 If long distance ask operator for Zenith  
 25930 (Toll-free)

Tourism and Recteation Office  
 147 McIntyre St. W., 2nd Flr.  
**North Bay** P1B 2Y5  
 705-474-3821  
 Fax 705-474-4946  
 If long distance dial  
 1-800-461-9563 (Toll-free)

Tourism and Recreation Regional Office  
 Ontario Government Bldg.  
 199 Larch St., 4th Flr.  
**Sudbury** P3E 5P9  
 705-688-3035  
 Fax 705-688-3043  
 If long distance dial  
 1-800-461-4004 (Toll-free)

Tourism and Recreation Office  
 22 Wilcox St., 2nd Flr.  
**Timmins** P4N 3K6  
 705-267-7117  
 Fax 705-268-3394  
 If long distance ask operator for Zenith  
 81610 (Toll-free)

**NORTHWEST REGION**

Tourism and Recreation Office  
 Ontario Government Bldg.  
 479 Government Rd.  
 P. O. Box 3000  
**Dryden** P8N 3B3  
 807-223-2271  
 Fax 807-223-6942  
 If long distance dial  
 1-800-465-7208 (Toll-free)

Tourism and Recreation Office  
 616 Mowat Ave.  
 P. O. Box 815  
**Fort Frances** P9A 1Z3  
 807-274-3259  
 Fax 807-274-2792  
 If long distance dial  
 1-800-465-7791 (Toll-free)

Tourism and Recreation Office  
 344 Second St. S., Ste. 201  
 P. O. Box 5140  
**Kenora** P9N 1G5  
 807-468-2450  
 Fax 807-468-2457  
 If lond distance in area code 807 dial  
 1-800-465-1108 (Toll-free)

Recreation and Tourism Office  
 499 Queen St., 2nd Flr.  
**Sault Ste. Marie** P6A 1Z9  
 705-942-3751  
 Fax 705-942-1817  
 If long distance dial  
 1-800-461-2409 (Toll-free)

Tourism and Recreation  
 Regional and District Office  
 West Arthur Place, Ste. 302  
 1265 East Arthur St.  
**Thunder Bay** P7E 6E7  
 807-623-5592  
 Fax 807-623-4412  
 If long distance dial  
 1-800-465-6861 (Toll-free)

## SOUTHERN REGION

### Tourism and Recreation District Office

34 Simcoe St., Ste. 302

**Barrie** L4N 6T4

705-737-3301

Fax 705-737-5030

If long distance dial

1-800-461-4499 (Toll-free)

### Tourism and Recreation District Office

119 King St. W., 8th Flr.

Box 2112

**Hamilton** L8N 4T9

905-521-7245

Fax 905-521-7621

If long distance ask for

Zenith 81610 (Toll-free)

### Tourism and Recreation District Office

427-10th St., 2nd Flr.

**Hanover** N4N 1P8

519-364-1626

Fax 519-364-2500

If long distance dial

1-800-265-5520 (Toll-free)

### Tourism and Recreation District Office

Corporation Square, 4th Flr.

30 Duke St. W.

**Kitchener** N2H 3W5

519-578-3600

Fax 519-578-1632

If long distance dial

1-800-265-6361 (Toll-free)

### Tourism and Recreation District Office

255 Dufferin Ave., Ste. 601

**London** N6A 5K6

519-679-7156

Fax 519-679-7077

If long distance dial

1-800-265-4730 (Toll-free)

### Tourism and Recreation District Office

1137 Second Ave. E.

Nor-Towne Plaza

**Owen Sound** N4K 2J1

519-376-3875

Fax 519-376-8000

collect calls accepted

### Tourism and Recreation District Office

15 Church St., 4th Flr., Ste. 404

**St. Catharines** L2R 3B5

905-684-2345

Fax 905-684-9855

If long distance dial

1-800-263-2441 (Toll-free)

### Tourism and Recreation Regional Office

700 Bay St., 8th Flr.

**Toronto** M5G 1Z6

416-314-6756/7

Fax 416-314-6686/6700

collect calls accepted

### Tourism and Recreation District Office

250 Windsor Ave., 6th Flr.

**Windsor** N9A 6V9

519-256-4919

Fax 519-973-1414

If long distance dial

1-800-265-1330 (Toll-free)



## TOURISM MARKETING AND CUSTOMER SERVICE BRANCH

77 Bloor St. W., 9th Flr.

Toronto M7A 2R9

416-314-7560

Fax 416-314-7563

The branch promotes **tourism**, and use of Ontario's facilities for sales meetings and **conventions**. Tourism marketing, geared to the travelling consumer and the travel trade, is conducted in domestic and international markets. Activities include the delivery of tourism **advertising** campaigns in Ontario's priority markets; preparation of tourism publications; programs to expand sales of Ontario tours, packages and facilities by travel agents and operators; **travel** counselling; special promotions; and public relations promotions. For conventions and sales meetings, call 314-7570; for travel trade information, agents and operators can call 314-7570 or toll free **1-800-ONTARIO**.

## TOURISM POLICY BRANCH

77 Bloor St. W., 9th Flr.

Toronto M7A 2R9

416-314-7325

Fax 416-314-7341

The branch develops **tourism** strategies, policies, position papers, and programs, provides **research** and **information** (314-7323) on tourism related matters, and represents the Ministry on strategic tourism issues (314-7319). It monitors both domestic and international industry trends and recommends program initiatives and policy.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The Ministry of Culture, Tourism and Recreation's agencies are listed below. For information, contact the appropriate agency at the telephone number listed.

## ADVISORY COMMITTEE ON SPORT, FITNESS AND RECREATION SAFETY

c/o Royal Life Saving Society Canada

Ontario Branch

43 Coldwater Blvd.

Don Mills M3B 1Y3

416-447-7276

The Committee advises the Minister on current issues, trends and requirements in the development of safety programs and initiatives.

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**ART GALLERY OF ONTARIO**

317 Dundas St. W.  
 Toronto M5T 1G4  
 416-977-0414  
 Fax 416-977-8547

The Art Gallery of Ontario (AGO) has a permanent collection of more than 16,000 works representing Canadian and international historical, modern and contemporary **art**, including the largest international public collection of works by Henry Moore. Visitors may also **tour** **The Grange**, a restored historic house adjoining the Gallery. The AGO offers a variety of activities such as tours, lectures, performances, **films**, as well as educational programs for all ages. The Gallery operates an extensive outreach program of travelling **exhibitions**, artists' workshops and **speakers' service** to communities throughout Ontario and Canada. Other services provided by the AGO include art rental and sales, **book shop**, **audio-visual** centre, art reference **library**, restaurant and gift shop. The AGO is open Tuesday through Sunday. Free general admission on Wednesdays from 5:30-9:00 pm. Free admission for seniors on Fridays. The Gallery is accessible to wheelchairs.

**BIG THUNDER NATIONAL SKI TRAINING CENTRE**

R.R. #3, Site 3-11  
 Thunder Bay P7C 4V2  
 807-475-4402  
 Fax 807-475-8315

Big Thunder National Ski Training Centre is owned and operated by **Thunder Bay Ski Jumps Limited**, an agency of the Ministry of Tourism and Recreation, and sanctioned by the International Ski Federation to hold World Cup Ski Jumping, Cross Country, Alpine and Nordic Combined events. The centre's 120 and 90 metre jumps are built to exact tolerances, and recognized world-wide for their quality and safe design. Junior jumpers train and compete on smaller hills (10m to 64m) designed especially for their development and safety. The jumps, slopes, 32 kilometres of trails and 1000m luge track (Naturbahn) are used as a national and provincial training site for cross country, nordic combined, freestyle and alpine skiing, as well as, ski jumping, biathlon and luge.

**CJRT-FM INC.**

150 Mutual St.  
 Toronto M5B 2M1  
 416-595-0404  
 Fax 416-595-9413

CJRT-FM provides a listener supported, non-commercial educational and cultural **radio** broadcast service for Ontario. It broadcasts 19 hours a day, seven days a week and has an average weekly audience of 200,000. Programming focuses on classical, jazz, and folk **music** and a number of innovative information and participation programs on the **arts**. CJRT-FM also offers credit courses through its Open **College** program that attracts over 50,000 listeners per week.

Through a cooperative arrangement with TVOntario, CJRT has expanded its coverage throughout Ontario by satellite to cable.

## CONSERVATION REVIEW BOARD

77 Bloor St. W., 2nd Flr.  
 Toronto M7A 2R9  
 416-314-7125  
 Fax 416-314-7790

The Conservation Review Board holds hearings, at the request of a municipality, if owners object to municipal designation of property for **historical** or **architectural conservation**. The Board reports its findings to the municipal council. Hearings are also held for appeals on the Minister's designation of **archaeological** or historic sites or on the Minister's refusal of archaeological **licences**.

## HURONIA HISTORICAL ADVISORY COUNCIL

c/o Huronia Historical Parks  
 P. O. Box 160  
 Midland L4R 4K8  
 705-526-7838  
 Fax 705-526-9193

Established in 1964, the Huronia Historical Advisory Council is a twelve-person board composed of native, francophone and anglophone Ontarians with different backgrounds but a common interest in preserving our cultural heritage. The Council advises the Minister of Tourism and Recreation on policy matters, specifically concerning Sainte-Marie among the Hurons; the Historic Naval and Military Establishments; the cultural heritage of "Old Huronia" and the enhancement of established and developing historical sites.

## HURONIA HISTORICAL PARKS

P. O. Box 160  
 Midland L4R 4K8  
 705-526-7838  
 Fax 705-526-9193

The Ministry operates and maintains historic attractions at Midland (Sainte-Marie among the Hurons) and at Penetanguishene (**Historic Naval and Military Establishments**). A resource centre at Sainte-Marie, open to the public year-round on weekdays, provides information about the two **historic sites**.

**Sainte-Marie among the Hurons** (1639 - 1649) is a reconstruction of the 17th century headquarters of the French Jesuit mission to the Huron people. The first European community in Ontario, Sainte-Marie was home to 6 of the 8 North American Jesuit martyrs. From Victoria Day weekend to Thanksgiving, costumed and uniformed interpreters recreate both French and Native lifestyles. Specially designed education programs operate all year round. There is a full service restaurant, multi-media museum, gift shop and picnic area, with access for the handicapped and a wheelchair, if needed. French language service is also available.

The Historic Naval and Military Establishments represent the period from 1817 to 1856 when the Royal Navy and the British Army maintained a **naval** dockyard and **military** garrison at this strategic defense station on Georgian Bay. At the site, there are guided tours, costumed interpretation, historical dramas, numerous reconstructed buildings, the original Officers' Quarters, several smaller rowing vessels and the replica **schooners** HMS

Bee, HMS Tecumseth and Perseverance are part of the Establishments Fleet; gift shop, full service restaurant, free docking and parking, professional summer theatre, wagon rides and sail training. The Establishments (P. O. Box 1800, Penetanguishene L0K 1P0) are open to the public from Victoria Day weekend to Labour Day. French language service is available. "Relations from Sainte-Marie" is a historical magazine **published** by the Friends of Saint-Marie and Sainte-Marie among the Hurons.

Huronian Historical Parks is responsible for the administration and operation of Sainte-Marie among the Hurons and the Historic Naval and Military Establishments.

#### METRO TORONTO CONVENTION CENTRE CORPORATION

255 Front St. W.  
Toronto M5V 2W6  
416-585-8000  
06-217889 (Toll-free)  
Fax 416-585-8224

The Metro Toronto Convention Centre Corporation is a Schedule II agency of the Ministry of Tourism and Recreation. Since opening in October 1984, the Centre has earned a reputation as a world-class facility hosting more than two million visitors a year.

Consisting of a 200,000 sq. ft. column-free **exhibit** hall, 28,000 sq. ft. ballroom, 1,350 seat **theatre**, 40 meeting rooms, professional food preparation facilities and a 1,200 space parking garage, the Centre accommodates small meetings for under 100 people to **conventions** of 15,000 and consumer shows attracting more than 200,000 people. The Convention Centre's consistent and outstanding quality in food and service is unsurpassed in North America.

#### NIAGARA PARKS COMMISSION

Administration Bldg., Oak Hall  
7400 Portage Rd. S.  
Box 150  
Niagara Falls L2E 6T2  
905-356-2241  
1-800-263-2558 (Toll-free)  
Fax 905-354-6041

The Niagara Parks Commission operates a park system consisting of 1254 hectares along the Niagara River from Lake Erie to Lake Ontario. Within this park are **recreation** areas, scenic attractions, a marina, restaurants, gift shops, **historic sites**, golf courses and a **horticultural** school. The commission administers the Niagara Parks Act.

#### OLD FORT WILLIAM

Vickers Heights P. O.  
Thunder Bay P0T 2Z0  
807-577-8461  
807-473-2307 (TTY)  
Fax 807-473-2327

Located in Thunder Bay, Old Fort William is a reconstruction of the original fur trade establishment which was operated by the North West Company from 1803 to 1821. The company used Fort William as its inland headquarters and transshipment point, enabling the



Nor'Westers to move **furs** and trade goods across the continent in one season. Up to 1,000 fur traders converged at the fort each summer, to conduct the frenzied business and celebrations of the **Rendezvous**.

Today, costumed and uniformed staff bring Old Fort William to life. The fort operates seasonally and offers living history programming designed to meet the needs of tourists, recreational and educational visitors. Facilities include a resource **library**, historic restaurant, gift shop and picnic area, with access for disabled persons.

#### OLD FORT WILLIAM ADVISORY COMMITTEE

c/o Old Fort William  
Vickers Heights P. O.  
Thunder Bay P0T 2Z0  
807-577-8461  
Fax 807-473-2327

The Old Fort William Advisory Committee is a 11 person board which advises the Minister of Tourism and Recreation on general policy concerning the Fort's capital development and program expansion. The Committee also works to build community awareness and understanding of Ontario's **fur** trade heritage.

#### ONT EDUCATIONAL COMMUNICATIONS AUTHORITY (TVONTARIO)

P. O. Box 200, Station Q  
Toronto M4T 2T1  
416-484-2700  
1-800-463-6886 (Toll-free)  
Fax 416-484-6285 Communications

The Ontario Educational Communications Authority (**TVOntario**) is a television network dedicated to **educational** broadcasting. TVO produces and distributes learning resources, in **English** and **French**, to the people of Ontario via broadcast **television** and other related media. 97.75% of Ontarians now have access to TVOntario's English network through a combination of high, medium and low-power transmitters and carriage by cable systems throughout the province. TVOntario's French network, "La Chaine", is available through cable to 73% of the Ontario population. To supplement its educational series for schools, TVOntario also produces written material and teaching aids. Schedules and program information are available upon request.

#### ONTARIO ARTS COUNCIL

151 Bloor St. W., 5th Flr.  
Toronto M5S 1T6  
416-961-1660  
Fax 416-961-7796

The Ontario Arts Council (OAC) provides financial assistance and consultation services to encourage the development of the arts in Ontario. It provides grants to professional arts organizations and artists through its ten discipline offices. These offices focus on: arts/education, community arts development, dance, film/photography/video, literature, music, touring, theatre, visual arts and **Franco-Ontarian** arts. The OAC uses over 96 grant programs to contribute to the cultural development of Ontario and its artists.

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In addition to the awarding of grants, the OAC is involved with a variety of programs to develop local and regional arts resources. The OAC also administers endowment funds.

#### ONTARIO FILM DEVELOPMENT CORPORATION

175 Bloor St. E., Ste. 300, North Tower  
Toronto M4W 3R8  
416-314-6858  
Fax 416-314-6876

The Ontario Film Development Corporation (**OFDC**) was established in 1986 to stimulate employment, investment and growth in the Canadian motion picture industry based in Ontario. Its mandate is to provide increased opportunities for Ontario-based Canadian producers, production companies, distributors and film makers in the areas of development, production, distribution and marketing. The OFDC helps stimulate the Ontario **film** and television industry by offering support in the form of investments, **loans** and **grants**. The Corporation is also instrumental in attracting international producers to Ontario to use the province's location and production facilities.

The **Ontario Film Investment Program (OFIP)**, provides rebates to private sector investors in certified film and television productions.

#### ONTARIO HERITAGE FOUNDATION

Ontario Heritage Centre  
10 Adelaide St. E.  
Toronto M5C 1J3  
416-325-5000  
Fax 416-325-5071

The Ontario Heritage Foundation (OHF) is an agency of the Ministry of Culture and Communications dedicated to the preservation, protection and promotion of Ontario's structural, natural and cultural heritage. It advises the Minister of Culture and Communications on issuing **archaeological licences** and designating significant archaeological sites. **Grants** are provided to: stimulate innovative work in archaeology and help complete artifact analysis; assist with the research and publication of historical **manuscripts** of local or regional interest; and encourage preservation of natural **heritage** properties threatened by development. The Foundation also undertakes public education programs, including the erection of **historical plaques** which recognize people, places, buildings and events of historical significance to the province. The Foundation preserves and manages provincially significant heritage properties it holds in trust for the Crown. It also negotiates with owners of conservation basements heritage properties, to ensure that the significant heritage feature of the properties are protected in perpetuity. For information, contact the Foundation or regional offices listed under Field Services Branch, Ministry of Culture and Communications.

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**ONTARIO LOTTERY CORPORATION**

70 Foster Dr., Ste. 800

Sault Ste. Marie P6A 6V2

705-946-6400

705-946-6407 (Human Resources)

416-324-6540 (Toronto, Consumer Enquiries)

Fax 705-946-6904

1-800-387-0098 (Toll-free)

Operating under the Ontario Lottery Corporation Act, the Ontario Lottery Corporation manages **Wintario, Instant, Pick-3, Provincial, Lottario, Lotto 6/49** and **Encore**. In addition, the Corporation manages occasional, limited-run lottery games. Lists of winning numbers for one year are posted at retail outlets. Recorded messages of current winning numbers are available at 870-9161 (Provincial), 870-9136-French (Provincial), 870-9137-French (Pick-3, Lottario, Lotto 6/49, Encore), 870-9122 (Lottario), 870-9135 (Pick-3) and 870-9134 (Lotto 6/49 and Encore), 870-9140 (Estimated Jackpot), and 870-9170 (Information Line). Proceeds from all games are turned over to the Government of Ontario. Fact sheets on all games and annual reports are available to the public.

**ONTARIO PLACE CORPORATION**

955 Lakeshore Blvd. W.

Toronto M6K 3B9

416-314-9817

Fax 416-314-9993

Ontario Place Corporation operates a 96-acre cultural, entertainment and **recreation** complex on three man-made islands on Lake Ontario in Toronto. The complex includes **exhibition** pavilions; the Forum, a 7,250 seat outdoor amphitheatre; **theatres**; the giant screen IMAX theatre - Cinesphere; live entertainment; the Waterfall Showplace; restaurants; snack bars; boutiques; a **marina**; pedal boats; bumper boats; sight boat shuttle; the Wilderness Adventure Ride; the Canadian destroyer **HMCS Haida**; mini-golf; picnic areas; a theme pavilion "Ontario North Now"; and Children's Village with a water play area and play apparatus, including a 370 ft. four-flumed Waterslide. Ontario Place arranges banquets and receptions year round, and operates a winter **film** festival. The complex is open daily from mid-May to Labour Day (10:00am to 1:00am from Monday through Saturday; 10:00am to 11:00pm on Sunday). Parking is available on the site. During the operating season, it is accessible from downtown by special bus.

**ONTARIO SCIENCE CENTRE**

770 Don Mills Rd.

Don Mills M3C 1T3

416-429-4100

Fax 416-696-3124

The Ontario Science Centre offers a large variety of programs designed to stimulate and inform the general public about **science** and **technology** and has pioneered a "hands on" approach to learning.

The Centre performs a valuable educational service for Ontario and is host to thousands of students each year. In addition to its innovative **exhibitions**, the Ontario Science Centre provides a wide range of **educational** programs for all ages. The Science Centre has an

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extensive outreach program with special travelling exhibitions, such as the "Science Circus" and the "Seeing Brain" which have been viewed throughout Ontario as well as across Canada. The Centre is open daily and is free to seniors.

#### ONTARIO TRILLIUM FOUNDATION

23 Bedford Rd., 3rd Flr.  
Toronto M5R 2J9  
416-961-0194  
1-800-263-2887 (Toll-free)  
Fax 416-961-9599

The Trillium Foundation was founded in 1982 as an innovative approach to providing voluntary social service organizations with access to **lottery** revenues. Run by a voluntary Board of Directors apart from the government, the Foundation receives \$17 million a year from the proceeds of lottery games operated by the Ontario Lottery Corporation.

The Foundation offers time-limited **grants** for specific projects, or unfunded portions of ongoing programs, to eligible organizations providing direct social services to people who are disabled or disadvantaged on a province-wide basis, and to local social service organizations providing similar service.

#### OTTAWA CONGRESS CENTRE

55 Colonel By Drive  
Ottawa K1N 9J2  
613-787-5707  
Fax 613-563-7646

The Ottawa Congress Centre, a Schedule II Agency of the Ministry of Tourism and Recreation, forms part of the Rideau Centre shopping complex located in Ottawa's most popular tourist area.

The Centre's main Congress Hall, a free-span space with a 24 foot ceiling, accommodates up to 5,000 delegates in plenary session and 3,500 dining. The lower Capital Hall level can be arranged into several break-off rooms for groups of 50 or more. In all meeting rooms three different types of simultaneous **translation** systems provide service for bilingual, multilingual and top security conferences. Meeting rooms are also equipped for video projection and multi-image slide presentations. Permanent projection booths may be used for front projections directly on to permanently mounted screens.

In addition to **conventions** and meetings, the Ottawa Congress Centre accommodates major trade shows, consumer shows, banquets and entertainment events. The Centre has a full range of **catering** facilities and services.

#### ROYAL BOTANICAL GARDENS

Box 399  
Hamilton L8N 3H8  
416-527-1158  
Fax 416-577-0375

The Royal Botanical Gardens (RBG) is a major scientific and research institution located in the Hamilton/Burlington area. In its 2,000 acres, it encompasses formal outdoor **gardens**, areas of natural heritage significance such as Cootes Paradise, and a Mediterranean



Greenhouse featuring exotic flowers and trees. **Tours** and **educational** programs are offered providing a wide variety of learning experiences in botanical studies, **horticulture**, natural history, and arts and crafts. The RBG operates an active extension program of lectures and exhibitions across Ontario. Other public services include a **library** specializing in botany and ornamental horticulture in Ontario, gift shop, and dining facilities during the summer months.

The RBG is open to the public 7 days a week throughout the year.

#### ROYAL ONTARIO MUSEUM

100 Queen's Park  
Toronto M5S 2C6  
416-586-5549  
Fax 416-586-5863

The Royal Ontario Museum (**ROM**), is the largest **museum** in Canada, with a collection of over six million artifacts and specimens representing the **arts**, **archaeology**, and natural **science**. Its Chinese collection is one of the finest in the world. The facility also includes the **McLaughlin Planetarium**, the **Sigmund Samuel Building** featuring Canadian decorative arts and The **George R. Gardiner Museum** of Ceramic Art. The ROM offers a variety of activities such as special exhibitions, guided **tours**, performances, lectures, and **films**, as well as educational programs for all ages. Its extensive outreach services feature travelling **exhibits**, school programs and resource packages, and a **speakers' bureau**. Other services include specialized **libraries**, gift shops, and a cafe. The Museum is open to the public Tuesday through Sunday 10:00 a.m.- 6:00 p.m. (open until 8:00 p.m. Tuesdays and Thursdays). Closed Mondays, except during summer from Victoria Day in May to Labor Day in September. Also open during Christmas and March Break school holidays. Free general admission on Tuesdays 4:30-8:00 p.m. Free admission for seniors all day on Tuesdays. The Museum is accessible to wheelchairs.

#### SCIENCE NORTH

100 Ramsay Lake Rd.  
Sudbury P3E 5S9  
705-522-3701  
Fax 705-522-4954

Science North provides a stimulating bilingual learning program involving people in the relationships between **science**, **technology** and everyday life, with particular emphasis on the northern environment. It presents participatory exhibits and educational science programs based on six scientific spheres: astrosphere, atmosphere, biosphere, geosphere, humanosphere, and infosphere. Science North also operates the Path of Discovery bus tour from July to Labor Day and underground guided **tours** at the **Big Nickel Mine** from May to Thanksgiving Day. School groups participate extensively in the many programs available year-round at Science North. Other services, open daily year-round, include a rock cavern theatre for 3-D **films**, gift shop, "swap shop" and dining facilities. For a recorded message giving general information on programs, admission costs and hours, call 705-522-3700. Science North is wheelchair accessible.

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**ST. CLAIR PARKWAY COMMISSION**

P. O. Box 700  
 242 St. Clair Parkway  
 Corunna N0N 1G0  
 519-862-2291  
 Fax 519-862-2294

The St. Clair Parkway Commission administers the St. Clair Parkway Commission Act and maintains a series of parks along the St. Clair River and Lake St. Clair, from Sarnia to Chatham, aimed at scenically improving the waterfront and providing as much public access as possible. There are 16 day use **parks**, 3 **campgrounds** (Marine Park, Mitchell's Bay Campground 519-354-8423; Cathcart Park Campgrounds 519-892-3342; Lambton Cundick Campgrounds 519-892-3968); 2 **marinas** (Sarnia Bay Marina 519-332-0533; Marine Park Marina, Mitchell's Bay 519-354-8423); 3 restaurants; a **golf course** (St. Clair Parkway Golf Course, Mooretown 519-867-2810); a historic attraction (Uncle Tom's Cabin **historic site**, Dresden 519-683-2978) and a Seaway Observation operated by the Commission.

**ST. LAWRENCE PARKS COMMISSION**

R. R. 1  
 Morrisburg K0C 1X0  
 613-543-3704  
 Fax 613-543-2847  
 810-537-2200 From within Queen's Park  
 613-542-7388 Fort Henry  
 Fax 613-542-3054 Fort Henry

The St. Lawrence Parks Commission operates and maintains 12 day use **parks** and **campgrounds**, a **marina**, a **golf course**, **parkways** (Long Sault Parkway, Thousand Islands Parkway) and **historic sites** from Glengarry Park near the Ontario-Quebec border to Adolphustown Park, 51 km west of Kingston. Historic sites include **Fort Henry** at Kingston, and **Upper Canada Village**, 11 km east of Morrisburg. Skating and horse drawn sleigh rides are offered at Upper Canada Village. The Commission also maintains a migratory **bird** sanctuary, the Queen Elizabeth Gardens, paved air strip, nature trails, Pioneer and Loyalist Memorials, and winter **recreation** facilities for cross country skiing, ice fishing, snowmobiling, tobogganing and snowshoeing. The summer operating season for most attraction facilities is mid-May to mid-October. Off-season programs are operated at both Upper Canada Village and Fort Henry. Adult workshops and educational programs for school groups are also available. The St. Lawrence Parks Commission's facilities are available for private, public, corporate and convention functions.

**THE MCMICHAEL CANADIAN ART COLLECTION**

Islington Ave.  
 Kleinburg L0J 1C0  
 905-893-1121  
 Fax 905-893-2588

Built of handhewn logs and fieldstone on the wooded banks of the beautiful Humber River, the McMichael Canadian Art Collection houses one of the most important collections of Canadian art in the nation. While its focus is on the **Group of Seven** and their contemporaries, it also includes important holdings of Native and Inuit **art**. The

McMichael provides group **tours** and a wide range of educational programs for all ages. Visitors are also welcome to explore the 100 acres of conservation land surrounding the gallery. Other services include a Gallery Shop, restaurant and nature trail.

The McMichael is open daily from April 1 to October 31, and from Tuesday through Sunday during the winter months. Free admission for Seniors on Wednesdays.

## ACTS

### ACTS

The Ministry of Culture, Tourism and Recreation is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or Corporate Affairs Branch.

Acquisition Act, S.O. 1978  
Archives Act  
Art Gallery of Ontario Act  
Arts Council Act  
Centennial Centre of Science and Technology Act  
Community Recreation Centres Act  
Foreign Cultural Objects Immunity from Seizure Act  
George R. Gardiner Museum of Ceramic Art Act  
Historical Parks Act  
McMichael Canadian Art Collection Act  
Metropolitan Toronto Convention Centre Corporation Act  
Ministry of Citizenship and Culture Act  
Ministry of Tourism and Recreation Act, 1982  
Muskoka and Parry Sound Telephone Co. Ltd.  
Niagara Parks Act  
Ontario Educational Communications Authority Act  
Ontario Heritage Act  
Ontario Lottery Corporation Act  
Ontario Place Corporation Act  
Ontario Telephone Development Corporation Act  
Ottawa Congress Centre Act  
Parks Assistance Act  
Public Libraries Act  
Royal Botanical Gardens Act, 1941, as amended  
Royal Ontario Museum Act  
Science North Act  
St. Clair Parkway Commission Act  
St. Lawrence Parks Commission Act  
Telephone Act  
Tourism Act

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## MINISTRY OF ECONOMIC DEVELOPMENT AND TRADE

**Hearst Block**

**900 Bay St.**

**Queen's Park, Toronto M7A 2E1**

The mandate of the Ministry of Economic Development and Trade is to help Ontario become a more productive and internationally competitive economy. The Ministry does this by providing leadership in economic policy development, advancing Ontario's interests with governments abroad, acting as an advocate for business within the Ontario Government, promoting cooperation for economic development at all levels of government and delivering a range of programs which stimulate opportunities for business and trade development. The Ministry's programs provide advice and financial assistance to encourage small business formation, expand domestic and international trade markets for Ontario based companies, retain and attract investment, support sector development through the Sector Partnership Fund, support technological research and development and technology transfer to industry through Technology Ontario and coordinate Ontario's interest in telecommunications and promote and coordinate Ontario's international interests and activities.

### DEPUTY MINISTER'S OFFICE

#### EMPLOYMENT EQUITY OFFICE

56 Wellesley St. W., 18 Flr.

900 Bay St.

Toronto M7A 2E1

416-325-6585

Fax 416-325-6980

This office provides strategic direction, technical support and training and develops and coordinates the Ministry's **Employment Equity Program**. The program's goal is to contribute to the fulfilment of the Ministry's mandate by improving the representation, distribution and employment status of aboriginal people, people with disabilities, members of racial minorities, women and francophones.

#### FRENCH LANGUAGE SERVICES

Hearst Block, 3rd Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6716

The Office of the Coordinator of French Language Services formulates policy proposals and implementation plans to meet Ministry and agency obligations under the French Language Services Act. The Office also advises the Minister, Deputy Minister, and senior staff on related issues; coordinates activities of Ministry offices in developing services in French; liaises with francophone associations, municipalities and other levels of government; and disseminates information about availability of Ministry services in French.

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**LEGAL SERVICES BRANCH**

56 Wellesley St. W., 5th Flr.  
Toronto M7A 2E7  
416-326-1000

The branch staff, who are seconded to this Ministry by the Ministry of the Attorney General, provide general legal services and counselling.

**MARKETING AND PUBLIC AFFAIRS BRANCH**

Hearst Block, 9th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6666  
416-325-6685 Communications Services  
416-325-6690 Marketing  
Fax 416-325-6688

The mandate of this branch is to provide a comprehensive corporate communications program consistent with the Ministry's strategic directions and priorities by developing, in consultation with the policy and program areas and the Minister's offices, targeted, efficient and cost-effective communications. The branch assists the Ministry in communicating and marketing its programs and services to the general public, the business community and the media. Corporate Public Affairs is responsible for speeches, news releases, press conferences and media relations. Corporate Creative Services is responsible for **advertising, publications, audio/visual presentations and special events.**

**ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION**

**CORPORATE SERVICES DIVISION**

Hearst Block, 8th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6997

The division provides financial, human resources, information technology, administrative, audit, learning and continuous training and freedom of information coordination services to support the Ministry and certain of its agencies in delivering their programs and services.

**AUDIT SERVICES BRANCH**

56 Wellesley St. W., 18th Flr.  
Queen's Park, Toronto M7A 2E7  
416-326-1703

The branch, which has a dual responsibility to act in a consultative and audit role, provides internal audit services to the Ministry and its agencies. The branch reviews and appraises financial, management and electronics data processing controls of the Ministry of Economic Development and Trade's operational and program activities to ensure economy, efficiency and effectiveness.

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**FINANCE AND ADMINISTRATION BRANCH**

Hearst Block, 9th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6421

The branch provides financial accounting and reporting and general administrative services including the development of Ministry policies and procedures.

Financial services include: processing of suppliers invoices, transfer payments, revenues, employees' expenses and charges from other ministries; financial control functions and production of Ministry financial statements and Public Accounts reports.

Administrative services include: purchasing and supply management; acquisition and design of office accommodation; coordination of telephone services; assets management; duplicating, mail and courier services; coordination of Ministry travel services and environmental initiatives.

**HUMAN RESOURCES BRANCH**

Hearst Block, 9th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6620  
Fax 416-325-6715

The branch is responsible for the establishment of Human Resources policies and procedures, classification and compensation levels for Ministry employees; staff recruitment; staff development; human resources planning; employee counselling; labour relations; and the maintenance of personnel, payroll and employee benefit records. Liaison is provided between the Ministry, the Management Board of Cabinet, and the Ontario Public Service Employees Union (OPSEU).

**INFORMATION AND TECHNOLOGY SYSTEMS BRANCH**

Hearst Block, 3rd Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6545

The branch supports and assists the Ministry's staff by planning, implementing and maintaining cost-effective, high quality information and technology solutions that align with business strategies, priorities and objectives.

The branch coordinates the development of the Ministry's information technology strategic plan; development and maintenance of corporate applications/databases and office automation tools; implementation of telecommunication facilities for local and wide area network; forms and **records management**; and provides information technology training and access to external databases.

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**LEARNING AND CONTINUOUS IMPROVEMENT**

Hearst Block, 3rd Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6789

Fax 416-325-6794

The Learning and Continuous Improvement initiative provides on-going direction and support to all staff to enable them to acquire the skills and knowledge required to carry out their responsibilities. It also develops programs for the Ministry to provide excellent client service. Activities include Deputy's Update, Corporate Education Sessions, Continuous Improvement and Job Specific/Generic Skill Identification and Training.

**RESOURCES SECRETARIAT**

Hearst Block, 9th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6640

The Resources Secretariat provides operational, program evaluation and budget planning services; monitors and reports on budget performance; and liaises with central agencies concerning the Ministry's estimates, in-year financial reporting and resources requests.

**ASSISTANT DEPUTY MINISTER - FINANCIAL AND BUSINESS SERVICES DIVISION****DEVELOPMENT CORPORATIONS**

56 Wellesley St. W.

Toronto M7A 2E7

416-326-1070

The Ontario Development Corporation (ODC), Eastern Ontario Development Corporation (EODC), and Northern Ontario Development Corporation (NODC) encourage and assist in the development and diversification of Ontario **industry** by providing: **financial assistance** through bank guarantees, term loans and incentive loans; sites, facilities and services in two industrial parks; and technical, **business** and financial information and advice. **Tourism** operations, secondary **manufacturing** industries and selected service industries may avail themselves of this service. Financial assistance is available for establishing new operations, expanding existing ones, purchasing fixed assets of Ontario-based foreign-owned companies, buying **pollution control** and **energy-saving** equipment, **export** financing, and initial production of new high technology products. Contact the corporations' head office or appropriate field office listed below, for further information. Innovation Ontario Corporation is part of the Development Corporations of Ontario and is described separately.

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## EASTERN ONTARIO DEVELOPMENT CORPORATION

1055 Princess St., Ste. 308  
**Kingston** K7L 5T3  
 613-545-4445  
 Fax 613-545-4439  
 If long distance dial  
 1-800-267-7848 (Toll-free)

139 George St. N.  
**Peterborough** K9J 3G6  
 705-742-3490  
 Fax 705-742-3272  
 If long distance dial  
 1-800-461-6429 (Toll-free)

Place de Ville, Tower B, Ste. 850  
 112 Kent St.  
**Ottawa** K1P 5P2  
 613-566-3707  
 Fax 613-563-2859  
 If long distance dial  
 1-800-267-6592 (Toll-free)

## NORTHERN ONTARIO DEVELOPMENT CORPORATION

147 McIntyre St. W., 2nd Flr.  
**North Bay** P1B 2Y5  
 705-472-4900  
 Fax 705-494-4069  
 If long distance dial  
 1-800-461-1687 (Toll-free)

435 James St. S.  
 P. O. Box 5000  
**Thunder Bay** P7C 5G6  
 807-475-1655  
 Fax 807-475-1665  
 If long distance dial  
 1-800-465-5060 (Toll-free)

Roberta Bondar Place  
 70 Foster Dr., Ste. 200  
**Sault Ste. Marie** P6A 6V8  
 705-945-5922  
 Fax 705-945-5931  
 If long distance dial  
 1-800-461-2287 (Toll-free)

273 Third Ave., Ste. 200  
**Timmins** P4N 1E2  
 705-264-1323  
 Fax 705-264-5927  
 If long distance dial  
 1-800-461-9848 (Toll-free)

199 Larch St., 4th Flr.  
**Sudbury** P3E 5P9  
 705-675-4333  
 Fax 705-675-4216  
 If long distance dial  
 1-800-461-1196 (Toll-free)

## ONTARIO DEVELOPMENT CORPORATION

23 Ball's Dr.  
 P. O. Box 240  
**Bracebridge** P1L 1T1  
 705-645-1175  
 Fax 705-645-5046  
 If long distance dial  
 1-800-465-9875 (Toll-free)

1 James St. N., Ste. 200  
**Hamilton** L8R 2K3  
 905-521-7785  
 Fax 905-521-7398  
 If long distance dial  
 1-800-263-9293 (Toll-free)



30 Duke St. W., Ste. 906  
**Kitchener** N2H 3W5  
519-744-1991  
Fax 519-571-6104  
If long distance dial  
1-800-265-2428 (Toll-free)

195 Dufferin Ave., Ste. 607  
**London** N6A 1K7  
519-433-2871  
Fax 519-661-6625  
If long distance dial  
1-800-265-4746 (Toll-free)

4 Robert Speck Pkwy., Ste. 1140  
**Mississauga** L4Z 1S1  
905-279-9150  
Fax 905-279-9160  
If long distance dial  
1-800-668-0412 (Toll-free)

250 Windsor Ave., Ste. 227  
**Windsor** N9A 6V9  
519-252-8455  
Fax 519-973-1378  
If long distance dial  
1-800-265-1345 (Toll-free)

### INNOVATION ONTARIO CORPORATION

56 Wellesley St. W., 7th Flr.  
Queen's Park, Toronto M7A 2E7  
416-326-1027  
1-800-463-7875 (Toll-free)  
Fax 416-326-1109

Innovation Ontario Corporation (**IOC**), part of the Development Corporations of Ontario, assists the development of early stage technology-based **businesses** to a point where they can attract sufficient private sector investment to ensure growth and profitability.

The corporation offers shared risk and equity participation involving a direct purchase of either equity or convertible securities.

Innovation Ontario retains an on-going interest in the operations of the firms in which it holds a financial position.

Financial participation is only considered when a client provides a clear strategy for divestment. This facilitates the transition to private sector participation while at the same time protecting the integrity of public funds.

### MANUFACTURING RECOVERY PROGRAM

56 Wellesley St. W., 5th Flr.  
Toronto M7A 2E7  
416-326-1070

The program assists small and medium-sized Ontario-based manufacturing firms that experience short-term financial difficulties as a result of the current recession.

### STRATEGIC INVESTMENTS

Hearst Block, 7th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6866

This office supports and coordinates government participation in strategic industrial investments by providing financial analysis, due diligence and case management for large capital projects.

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**ASSISTANT DEPUTY MINISTER - POLICY DIVISION****POLICY DIVISION**

Hearst Block, 8th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6964

This division develops, monitors and evaluates policies on matters related to industrial and sectoral issues, competitiveness, economic development, international and interprovincial trade, and science and technology.

**BUSINESS DEVELOPMENT POLICY BRANCH**

Hearst Block, 6th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6740

The branch formulates policy on developing and maintaining competitive businesses in Ontario. The branch is responsible for identifying emerging business climate issues. It analyses issues to determine how they may affect the ability of businesses to compete and grow in Ontario, and provides policy guidance in area critical to the business community, including matters relevant to smaller and medium size firms and firms serving target markets.

**INDUSTRIAL AND TECHNOLOGY POLICY BRANCH**

Hearst Block, 6th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6807

The branch's mandate is to develop, monitor and evaluate industrial and technology policies and programs within the Ontario Government. Aims include supporting the internal policy making process; ensuring effective representation of Ontario's interests within intergovernmental forums; and assisting the private sector in improving its competitiveness.

Industrial and Technology Policy Branch has two sections: Policy Development and Policy Coordination.

**POLICY COORDINATION SECRETARIAT**

Hearst Block, 6th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6390

Fax 416-325-6794

The Policy Coordination Secretariat serves and supports the Minister, Deputy Minister and managers in the policy development, planning and management of the Ministry's business.

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The Secretariat facilitates the Ministry's strategic planning process and related activities; provides support services for: corporate decision-making, policy coordination and Cabinet liaison, corporate issues management, Minister's meetings and Cabinet participation, development and coordination of internal and external communications; administers processing of Minister's corporate correspondence.

#### **TRADE POLICY BRANCH**

Hearst Block, 6th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6933

The branch works to strengthen the positions of Ontario's industries in international and interprovincial markets by coordinating Ontario's involvement in international and interprovincial trade negotiations and disputes, monitoring and advising on trade policy issues, including implications for the policy and program proposals of other ministries, and assisting ministries involved in specific disputes. The branch has two sections: Trade Relations and Trade Policy Co-ordination.

### **ASSISTANT DEPUTY MINISTER - SECTOR DEVELOPMENT DIVISION**

#### **SECTOR DEVELOPMENT DIVISION**

Hearst Block, 8th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6988

The Sector Development Division is responsible for enhancing the ability of the economy to compete and grow. To accomplish this, the division works with stakeholders in key sectors of the economy to develop broadly endorsed strategies and initiatives that build on the competitive fundamentals and add value to the economy. The division also supports entrepreneurship and small business growth.

To support this mandate, the division is composed of three parts: Sector Offices, Sector Coordination, and Small Business and Domestic Operations. Clients are key sectors, ministries which also have sector responsibilities, communities and small business.

#### **SECTOR COORDINATION BRANCH**

##### **INDUSTRY PROMOTION SECTION**

Hearst Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6867

The Industry Promotion Section provides a range of information/sector intelligence services to other staff in the division, others in the Ministry and government and the public. These services include the research and collection of information and intelligence, maintaining qualitative and quantitative information on Ontario's industrial sectors, and publishing and disseminating information.

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The section houses the **Sourcing Centre** which responds to over 4000 requests annually from **manufacturers** seeking Ontario suppliers of manufactured products and tradeable services (1-800-387-1436). It also publishes the **Market Place Bulletin** that informs Ontario companies about opportunities for mergers and acquisitions, joint ventures, licensing agreements, production facilities and contracts available.

#### SECTOR COORDINATION BRANCH SECTOR COORDINATION SECTION

Hearst Block, 7th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6766

The Sector Coordination Section works with Cabinet Office to coordinate and administer the **Sector Partnership Funds (SPF)**. The SPF is a five-year, \$150 million fund, designed to move Ontario's economic sectors to higher value-added activities, thereby improving competitiveness. The fund promotes and assists the development of broadly endorsed strategies and initiatives.

Section activities include training workshops and seminars on the sector development approach. As well, the branch provides support in the strategic planning efforts of ministries with sectoral responsibilities as well as those of specific sector organizations.

#### SECTOR COORDINATION BRANCH STRATEGIC PROJECTS COORDINATION SECTION

Hearst Block, 7th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6856

The Strategic Projects Coordination Section provides research, advice and support regarding strategic projects and issues related to multi-sectoral development activities.

#### SECTOR OFFICES

Hearst Block, 7th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6988

Sector Office clients include various sector organizations (industry and professional associations, labour organizations, research institutes, academia, etc.) and medium to large innovative growth companies.

The Sector Offices act as a catalyst to bring stakeholders together, support the development and implementation of sector strategies and initiatives, co-ordinate stakeholder and government input, and facilitate related policy development and approval processes. The offices are also a source of sector intelligence and expertise for internal and external clients, and play an advocacy and support role vis-a-vis other relevant government activities.

Sector Offices have been established for the following sectors; Aerospace, Automotive, Consumer Goods, Construction and Consulting Engineering, and Plastics, Chemicals and Machinery. For information on these and other sectors please call 416-325-6895.

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**SMALL BUSINESS AND DOMESTIC OPERATIONS  
BUSINESS START-UP SERVICES**

Hearst Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6541

Business Start-Up Services offers services and self-help materials to enhance the management skills and planning capabilities of small **business** in Ontario, with focus on the start-up stage.

In Toronto area (963-0050) and in the rest of Ontario, the Small Business Hotline (1-800-567-2345) will answer basic questions on business start-up and provide referral service to the Ministry's local small business services. Seminars on starting a business, marketing and other subjects are presented on a regular basis throughout Ontario.

**SMALL BUSINESS AND DOMESTIC OPERATIONS  
CLEARING THE PATH PROGRAM**

Hearst Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6537

The Clearing the Path task force is responsible for the development and implementation of policy and program initiatives that assist small businesses in the new business registration process.

The task force works with an inter-ministerial committee and external advisors to identify opportunities for customer service enhancements. The task force assesses operation, technological, policy, legislative and administrative requirements that impact the new business registration process and develops business improvement processes to facilitate small business government interaction.

**SMALL BUSINESS AND DOMESTIC OPERATIONS  
DOMESTIC PROGRAM SUPPORT**

Hearst Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6490

The Domestic Program Support Section administers the Technical Personnel Program, Management and Marketing Personnel Program and the Ontario Innovation and Productivity Service.

The Technical Personnel Program (TPP) assists manufacturing or service **businesses** employing between 10 to 200 employees on a profit-centre basis, to hire a scientist, engineer technologist, technician or industrial designer.

The Management and Marketing Personnel Program (MMPP) assists manufacturing companies, employing between 50 to 500 employees in Ontario and who are experiencing financial difficulties due to the recession, to hire management and marketing personnel to assist in their recovery. The MMPP is an element of the **Manufacturing Recovery Program**.

The Ontario Innovation and Productivity Service (OIPS) assists viable, small to medium-sized, Ontario-based, innovative, growth companies to identify and overcome their "barriers to growth".

## SMALL BUSINESS AND DOMESTIC OPERATIONS

### DOMESTIC REGIONAL OFFICES

Hearst Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6458

The domestic offices provide consulting and deliver services to innovative, growth-oriented companies in the size range of 10 to 200 employees. They assist these companies to become more competitive, expand exports, increase investment and create jobs. Also, they work with municipalities and communities to promote economic renewal and development through undertaking strategic planning initiatives and facilitating community supported projects.

### REGIONAL OFFICES IN ONTARIO

Bank of Montreal Tower, Ste. 200

1 James St. N.

**Hamilton** L8R 2K3

905-521-7783

Fax 905-521-7398

If long distance dial

1-800-263-9293 (Toll-free)

1-800-263-8570 (French) (Toll-free)

(Central Ontario West Area)

30 Duke St. W., Ste. 906

**Kitchener** N2H 3W5

519-744-6391

Fax 519-571-6104

If long distance dial

1-800-265-2428 (Toll-free)

(Southwestern Ontario Area)

195 Dufferin Ave., Ste. 607

**London** N6A 1K7

519-433-8105

Fax 519-661-6625

If long distance dial

1-800-265-4743 (Toll-free)

(Southwestern Ontario Area)

1055 Princess St., Ste. 308

**Kingston** K7L 5T3

613-545-4444

Fax 613-545-4439

If long distance dial

1-800-267-7848 (Toll-free)

(Eastern Ontario Area)

4 Robert Speck Pkwy., Ste. 1140  
**Mississauga** L4Z 1S1  
905-279-6515  
Fax 905-279-9160  
If long distance dial  
1-800-668-0412 (Toll-free)  
(Central Ontario East Area)

73 Mississauga St. E., 2nd Flr.  
Box 488  
**Orillia** L3V 6K2  
705-325-1363  
Fax 705-325-4484  
If long distance ask Operator for  
Zenith 59130 (Toll-free)  
(Central Ontario East Area)

Place de Ville, Tower B, Ste. 870  
112 Kent St.  
**Ottawa** K1P 5P2  
613-566-3703  
Fax 613-563-0436  
If long distance dial  
1-800-267-6592 (Toll-free)  
(Eastern Ontario Area)

1137 Second Ave. E.  
**Owen Sound** N4K 2J1  
519-376-3875  
Fax 519-376-8000  
If long distance dial  
1-800-265-3796 (Toll-free)  
(Southwestern Ontario Area)

139 George St. N.  
**Peterborough** K9J 3G6  
705-742-3459  
Fax 705-742-3272  
If long distance dial  
1-800-461-6429 (Toll-free)  
(Eastern Ontario Area)

201 Front St. N., Ste. 503  
**Sarnia** N7T 7T9  
519-332-5030  
Fax 519-332-2836  
If long distance dial  
1-800-265-1449 (Toll-free)  
(Southwestern Ontario Area)

80 King St., Ste. 801  
**St. Catharines** L2R 7G1  
905-688-1454  
Fax 905-688-4872  
If long distance dial  
1-800-263-5670 (Toll-free)  
(Central Ontario West Area)

5 Fairview Mall Dr., Ste. 480  
**Willowdale** M2J 2Z1  
416-491-7680  
Fax 416-491-3650  
If long distance dial  
1-800-387-5061 (Toll-free)  
(Central Ontario East Area)

250 Windsor Ave., 2nd Flr., Rm. 227  
**Windsor** N9A 6V9  
519-252-3475  
Fax 519-973-1378  
If long distance dial  
1-800-265-1345 (Toll-free)  
(Southwestern Ontario Area)

**SMALL BUSINESS AND DOMESTIC OPERATIONS****SERVING TARGET MARKETS**

625 Church St., 1st Flr.

Toronto M4Y 2E8

416-326-5820

The Serving Target Markets Section delivers support to entrepreneurial initiatives for aboriginals, ethnocultural communities, francophone community, women and the disabled through the **Innovative Entrepreneurship Fund**.

The section is responsible for the Ministry's assistance to the development of entrepreneurship education including **Visions and Visions in Technology** and also provides students with a **loan** of up to \$3,000 to start a summer business through the **Student Venture Program**.

**SMALL BUSINESS AND DOMESTIC OPERATIONS****jobsONTARIO COMMUNITY ACTION ADMINISTRATION**

Hearst Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6488

The jobsOntario Community Action (jOCA) Administration Unit provides support to the jOCA initiative, including: maintaining project records, fund disbursement, results reporting and overall coordination. jobsOntario Community Action is a community economic development program meant to encourage partnerships in community action which result in economic development and job creation.

The Administration Unit also provides policy support for some municipal economic initiatives through liaison with organizations such as municipalities within Ontario, the Ministry's domestic offices, other Ontario government ministries, the Economic Developers Council of Ontario (EDCO), and local businesses to ensure municipal economic development and related programs and services are effectively communicated and supported.

**ASSISTANT DEPUTY MINISTER - TECHNOLOGY AND COMMUNICATIONS DIVISION****TECHNOLOGY AND COMMUNICATIONS DIVISION**

77 Bloor St. W., 20th Flr.

Toronto M7A 2R9

416-326-9600

Fax 416-326-9654

The division provides policy, operational and technical advice on issues affecting Ontario consumers, suppliers and manufacturers of telecommunications, broadcasting, cable systems and services. Activities include policy development, representations/interventions before the federal government and CRTC, research, technology assessments, and industry and federal-provincial liaison on **communications** matters. The division is also responsible for the development and management of the provincial telecommunications strategy.



Division **publications** include the Ontario Communications Handbook and a wide range of technical reports on communications matters. The Assistant Deputy Minister's Office is located on the 7th Flr., 56 Wellesley St. W., Toronto M7A 2E1

#### BROADCASTING AND CABLE BRANCH

77 Bloor St. W., 20th Flr.

Toronto M7A 2R9

416-326-9647

Fax 416-326-9654

The Broadcasting and Cable Branch actively promotes policies, positions and activities relating to the broadcasting and cable interests of Ontario's residents and industries, through **research** and presentations to the Canadian Radio-television and Telecommunications Commission (CRTC) and the federal government. The branch also fosters economic growth in broadcasting, cable and related industries.

The Cable Office (326-9636) represents Ontario's interests concerning **cable television** services and other non-broadcast delivery **technologies**. The office identifies and evaluates regulatory issues, and develops and recommends policies and positions to the CRTC and the federal government.

The Broadcasting Office (326-9643) represents the interests of Ontario in **broadcasting** by examining regulatory issues and recommending policies and positions to the CRTC and the federal government. This office is also responsible for the administration of the **Community Radio Ontario Program** which provides **financial support** and advice to community radio stations throughout Ontario, with special attention to stations in **native** communities and **francophone** communities.

#### ONTARIO TELEPHONE SERVICE COMMISSION

3625 Dufferin St., Ste. 200

Downsview M3K 1Z2

416-326-3970

Fax 416-326-3958

The Ontario Telephone Service Commission is a provincial quasi-judicial regulatory body, which is responsible to hear and decide all applications filed by the industry, as well as the public, and to proceed on such matters.

The Commission issues orders and directions as is necessary for the regulation of the thirty independent telephone systems in Ontario. The Commission ensures that rates charged for service are just and reasonable and that efficient and adequate service is provided to the systems' customers. Bell Canada is not included since it is regulated by the federal Canadian Radio-television and Telecommunications Commission (CRTC).

**OPERATIONS AND TECHNOLOGY OFFICE**

77 Bloor St. W., 20th Flr.

Toronto M7A 2R9

416-326-9607

Fax 416-326-9654

This office promotes sectoral development in the telecommunications and other sectors by developing and/or promoting the application of new **communications technology**, both with and without partners from the private sector, academia and other governments.

**TECHNOLOGY ONTARIO**

56 Wellesley St. W., 15th Flr.

Queen's Park, Toronto M7A 2E1

416-314-8220

Fax 416-314-8224

Technology Ontario stimulates joint ventures in research, development and technology application in areas of strategic importance that will enhance the long-term competitiveness of Ontario industry. Through extensive contacts with the research community in both industry and academic, the branch encourages cooperation between industry, university and government in areas of leading edge technology. The branch contributes to the government's development and promotion of science and technology policies and programs. It is also responsible for the enabling technology sectors of design, information technology, biotechnology, advance materials and production process technologies.

Programs with funding from Technology Ontario are: Industry Research Program; Centres of Excellence; Technology Adjustment Research Program; Radarsat; International Research and Development Agreements; Technical Personnel Program (314-8220); University Research Incentive Fund (314-3867) and Centres of Entrepreneurship (314-3867); and, Ortech International (822-4111).

**TELECOMMUNICATIONS BRANCH**

77 Bloor St. W., 20th Flr.

Toronto M7A 2R9

416-326-9600

Fax 416-326-9654

This branch is responsible for the development and management of the provincial telecommunications strategy. The branch provides secretariat services to the Council for an Ontario Information Infrastructure. It supports telecommunications sector development through the telecom sector framework and infrastructure development through the Ontario Network Infrastructure Program (ONIP). The branch, also promotes policies, positions and activities relating to the telecommunications interests of Ontario residents and industries through research and presentations to the **Canadian Radio-television and Telecommunications Commission (CRTC)** and the federal government.

The Telecommunications Policy Office (326-9613) makes recommendations on telecommunications policies and positions, including representations to the federal Department of Communications (DOC) to influence federal policy. The office also advises the Lieutenant Governor-in-Council on policy direction for the **Ontario Telephone Service Commission (OTSC)**.

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The Regulatory Matters Office (326-9619) identifies and evaluates **telecommunications** regulatory issues. It makes recommendations to the CRTC to promote access to services at reasonable rates and provide efficient communications networks and economic growth.

The Telecommunications Industry Development Office (326-9625) provides industry analysis in the telecommunications sector to the Ministry, and assists with the economic growth of **industry**.

## **ASSISTANT DEPUTY MINISTER - TRADE AND INVESTMENT MARKETING DIVISION**

### **TRADE AND INVESTMENT MARKETING DIVISION**

Hearst Block, 8th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6399

The division fosters the increased export of goods and tradeable services from Ontario and the expansion of domestic and international investment in the province thereby enhancing employment opportunities and increasing revenue in Ontario.

A host of export promotion services are offered through the division including training, advocacy, counselling and marketing promotion. Investment promotion services include marketing and data.

The division also coordinates international activities and plays a leadership role in the development of a corporate government approach to international operations.

### **INVESTMENT BRANCH**

Hearst Block, 5th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6833

Fax 416-325-6799

The Investment Branch is responsible for overall coordination of the Ministry's investment system and international marketing. The branch provides one-stop shop access for a range of services to international and domestic investors to Ontario, including persons making new investments, firms expanding their operations, foreign controlled subsidiaries seeking world mandates, firms seeking to import technologies and business immigrants.

**INVESTMENT BRANCH  
BUSINESS IMMIGRATION SECTION**

Hearst Block, 5th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6777  
Fax 416-325-6653

The Business Immigration Section counsels foreign business persons intending to immigrate to Canada, under the federal Business Immigration Program. The section counsels **immigrant** entrepreneurs and immigrant investors concerning immigration procedures and business prospects in Ontario. Assistance is provided with **business** establishment issues following immigration with a view to matching business immigrants to business opportunities. The section maintains a database of Ontario companies which are for sale or are seeking an active equity partner, and Ontario companies and individuals which are seeking acquisition opportunities.

The section also reviews business proposals from Ontario firms seeking passive investment capital through the **Immigrant Investor Program** and provides other services such as facilitating the transfer of key personnel from abroad into Ontario operations.

**INVESTMENT BRANCH  
INVESTMENT CASE MANAGEMENT SECTION**

Hearst Block, 5th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6833  
Fax 416-325-6814

The **Investment** Case Management Section provides a comprehensive, one window investor assistance service for domestic and international investors involved in manufacturing and tradeable services.

The service includes timely, client-specific information on Ontario's business opportunities, business climate, regulations, costs, markets, labour (skills availability and cost), infrastructure, lifestyle, and federal, provincial and local business assistance programs, as well as municipal and site data.

The service also provides, on behalf of investors, liaison and advocacy support with federal, provincial and local government agencies to facilitate approvals processes, and access assistance programs.

Ontario firms also receive counsel and brokerage services concerning strategic alliances.



## INVESTMENT BRANCH

## INVESTMENT STRATEGIES AND MARKETING SECTION

Hearst Block, 5th Flr.

900 Bay St.

Queen's Park, Toronto M7A 2E1

416-325-6655

Fax 416-325-6799

The Investment Strategies and Marketing Section identifies prime Ontario investment priorities, in conjunction with local government economic developers, the federal government and private sector. The section researches and identifies prime global investment opportunities, develops investment strategies and marketing plans.

Organized on a geographic basis, the section also gathers investment intelligence in targeted sectors and markets, and investigates investment leads.

The section provides specialized client support in complex investment cases.

## OFFICE OF INTERNATIONAL RELATIONS AND PROTOCOL

56 Wellesley St., W., 16th Flr.

Toronto M7A 2E1

416-325-8535

Fax 416-325-8550

The International Relations Branch provides policy advice on the Government of Ontario's **international** activities and the impact of foreign trends on provincial interests. The office identifies and advances Ontario's interests in the context of relations with **federal** departments responsible for international affairs, foreign countries and their diplomatic representatives in Ontario and subnational foreign jurisdictions and international organizations. The office also manages Ontario's **International Disaster Relief Program**.

The **Office of Protocol** (325-8510) provides management, operational and advisory services in organizing royal and **official visits, business and trade delegations, special events**, government conferences and **hospitality functions**. The office coordinates official visits to Ontario and organizes briefing sessions and industrial familiarization tours for diplomatic and consular representatives in Ontario. The office also advises senior government officials and the public regarding rules and guidelines of international **protocol practices**.

## ONTARIO INTERNATIONAL CORPORATION

56 Wellesley St. W., 7th Flr.

Queen's Park, Toronto M7A 2E4

416-314-8200

Fax 416-314-8222

The Ontario International Corporation (**OIC**) assists in the marketing of Ontario professional services and capital goods related to capital projects to penetrate **export** markets and win contracts for specific projects. Major client groups include consulting engineers, projects planners and developers, contractors, architects, management and

specialty consultants, and capital goods manufacturers. The agency also mobilizes public sector resources to support Ontario businesses in international projects where public sector involvement may make an important contribution to contract success.

The agency identifies **international** projects, gathers market information throughout the world, maintains contacts with foreign markets, financial and development institutions to identify and develop overseas project opportunities. Support programs and services to exporters include: the **International Projects Fund** which provides loans for project studies and proposals for qualifying projects, bringing buyers to Ontario for training; **business** development counselling to Ontario firms to develop international project opportunities; the **Consortia Assistance Program** which offsets some of the costs of developing promotional brochures and literature for export consortia.

#### ONTARIO INVESTMENT SERVICE PROJECT

Hearst Block, 8th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6786  
Fax 416-325-6799

In partnership with a variety of private and public sector contributors, the Ontario Investment Service Project team is developing a high quality, quick turn-around system to supply investment information and specialized support services to potential investors and intermediaries, both domestic and international.

#### PLANNING AND COORDINATION GROUP

Hearst Block, 5th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6652  
Fax 416-325-6653

This group is responsible for the strategic plan for trade, investment, and international relations activities, as well as the coordination of Ontario's programs with External Affairs International Trade Canada.

#### TRADE DEVELOPMENT BRANCH

Hearst Block, 5th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 2E1  
416-325-6500  
Fax 416-325-6509  
416-325-6500 Overseas Section  
Fax 416-325-6509  
416-325-6665 Americas Section  
Fax 416-325-6653

The Trade Development Branch assists Ontario suppliers of goods and services to access international markets through exports, licensing abroad, and offshore joint ventures. The international marketing consultants provide specific export counselling, export education,

market information and commercial intelligence, and assist client companies in the development of marketing strategies appropriate to the target market. They also serve as a key source of commercial leads through their network of international contacts.

The branch administers several programs which assist Ontario manufacturers to increase exports; TEF (**Trade Expansion Fund**), provides **financial assistance** to Ontario manufacturers for export marketing activities to increase exports; NEBS (**New Exporters to Border States**) is an educational trade mission program designed to provide new exporters with the opportunity to learn about the markets of the U.S.A.; **trade mission/exhibition programs** are designed to promote Ontario goods and services through selected international events and export education workshops to increase export awareness.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Contact the communications branch for unlisted agencies.

### ORTECH INTERNATIONAL

2395 Speakman Dr.  
Mississauga L5K 1B3  
905-822-4111 Ext. 212

ORTECH, Ontario's provincial research organization, is a leading source of industrial research and development and applied technology services for private and public sector organizations.

ORTECH helps enterprises, ranging from entrepreneurial start-ups to large corporations, become more innovative, competitive and successful by addressing their business issues and opportunities through effective application of technology.

With broadly-based technology capabilities centred in materials, environment and electro-mechanical engineering, ORTECH provides fee-for-service product and process development, technology consulting and problem solving and analytical testing and evaluation services. ORTECH generates more than 75% of its professional service revenue from contracts with clients in private industry.

ORTECH is located in the Sheridan Science and Technology Park, Mississauga, and also has operations in Sarnia, Ontario.

## ACTS

### ACTS

The Ministry of Economic, Development and Trade is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Development Corporations Act  
Ministry of Industry, Trade and Technology Act  
Ontario Regulation 111/92 - Ontario Aerospace Corporation  
Ontario Regulation 269/90 - Innovation Ontario Corporation

Ontario Regulation 271/90 - Ontario International Corporation

Research Foundation Act

Telephone Act



## MINISTRY OF EDUCATION AND TRAINING

**Mowat Block  
900 Bay St.  
Queen's Park, Toronto M7A 1L2**

The Ministry of Education and Training is a newly amalgamated ministry responsible for elementary, secondary and postsecondary education, and skills training. The ministry's purpose is to enable children, youth, and adult learners to become full participants in our society and economy through accessible, relevant, quality education, and training. Lifelong learning is key to Ontario's economic development and social well-being.

The ministry has an important role as an advocate for learners, and for the development of a lifelong learning culture. At present, the ministry provides the policy, program leadership, and legal framework for: the delivery of elementary and secondary education by schools and school boards, through the development of guidelines and support materials, certification of teachers, direct services, implementation support, monitoring and evaluation; the overall governance and accountability of colleges of applied arts and technology, and regulation of private vocational schools; the authority of universities to grant degrees and to be funded for undergraduate, professional, and graduate programs; the establishment and transfer of programs to the Ontario Training and Adjustment Board (OTAB), to reform Ontario's training and adjustment system.

The ministry provides operating and capital grants to school boards, colleges, and universities, and administers a financial assistance program for eligible postsecondary students. It manages direct service delivery such as the Provincial Schools for the Blind and Deaf and the Independent Learning Centre, and pays the employers' contribution to the Teachers' Pension Fund.

As well, the ministry is responsible for the three year jobsOntario Training Program which provides training and employment opportunities in the private sector to social assistance recipients and workers who have exhausted their unemployment benefits.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS AND MARKETING BRANCH

Mowat Block, 14th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 1L2  
416-325-2929  
416-325-2941 Media Relations  
1-800-387-5514 (Toll-free)  
1-800-263-2892 (Toll-free) (TDD)  
Fax 416-325-2934

The Communications and Marketing Branch provides a full range of communications strategies and services for the ministry. These include working in partnership with clients to identify, develop and implement a variety of communications programs for the education community and the public. For example, the branch provides a full range of media relations

services, including news conferences, interviews, tracking and evaluation; co-ordinates advertising and French translation services for the ministry; responds to telephone inquiries by the public; writes, designs and produces a variety of public information publications.

#### FRENCH LANGUAGE POSTSECONDARY EDUCATION BRANCH

Mowat Block, 9th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-4157

Fax 416-325-2979

The French Language Postsecondary Education Branch provides leadership in the development and implementation of policies and programs that meet the postsecondary education needs of **Franco-Ontarians**, and supports the Ministry in its compliance with the French Language Services Act, 1986. The branch administers specific purpose **grants** programs for bilingual and French language postsecondary institutions. For information about bilingual/French language programs, contact the bilingual/French language postsecondary institutions.

The branch also provides support to various Ministry program divisions on issues pertaining to French language postsecondary education, and liaises with bilingual/French language institutions, francophone associations, the Office of Francophone Affairs, the Advisory Committee of Francophone Affairs (ACFA) and the Council for Franco-Ontarian Education (CEFO).

#### PRIVATE VOCATIONAL SCHOOLS

Macdonald Block, 2nd Flr., Rm. M2-56

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-314-0500

416-314-0495 (French)

Fax 416-314-0499

The Private Vocational Schools Unit administers the Private Vocational Schools Act and is responsible for registering and regulating postsecondary private vocational **schools** throughout the Province.

#### STUDENT SUPPORT BRANCH

P.O. Box 4500

Thunder Bay P7B 6G9

807-343-7260

1-800-465-3013 (Toll-free)

1-800-465-3958 (Toll-free) (TDD)

The Student Support Branch administers programs which offer **financial assistance**, in the form of **loans, grants** or **bursaries**, to Ontario students studying at colleges and universities. Five plans based on financial need are operated under the **Ontario Student Assistance Program (OSAP)**: the **Canada Student Loans Plan**, **Ontario Student Loans Plan**, **Ontario Special Bursary Plan**, **Ontario Work-Study Plan** and the **Part-Time Student Loans Plan** (Canada Student Loans). The branch also awards **fellowships** or **scholarships** for outstanding university graduate work: the **Ontario Graduate Scholarship**, **Sir John A. Macdonald Graduate Fellowship** in Canadian History,

**Ontario-Quebec Exchange Fellowship.** The branch also administers two special scholarships: the **William G. Davis Student Award** for children of Crown employees and the **Aird Scholarship** for disabled individuals. Students should apply through the Financial Aid Office located at the postsecondary institution they plan to attend. Students attending private or out-of province institutions should contact the above Thunder Bay Office.

## ORGANIZATION DEVELOPMENT AND SERVICES

### AUDIT SERVICES

Mowat Block, 7th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2628

Audit Services provides comprehensive audits for the Ministry of Education and Training. The team provides advisory services to the ministry's management. It evaluates and reports on efficiency, economy and effectiveness of the financial, management and information technology systems, controls and practices governing the activities of the ministry. These activities assure senior management of compliance with policies and procedures and provide verification of the integrity and documented support for financial management decisions.

### CENTRAL ADMINISTRATION PROJECT

Mowat Block, 7th Flr

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-4521

Fax 416-325-4526

The Central Administration Project provides services to the ministry in the area of purchasing of goods and services, production of publications, printing, duplicating, mail and distribution services, records management, and clerical and administrative support to the division. This project unit liaises with Management Board Secretariat, Corporate Contracting Services to coordinate the purchasing of commonly used supplies.

### CORPORATE SERVICES AND ACCOUNTS TEAM

Mowat Block 20th Flr

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-1841

The Corporate Services and Accounts Team is responsible for providing information, consulting and support services in the area of human resources to employees and leading the ministry's corporate financial accounting functions. These activities include personnel administrative services, benefits counselling, accounts payable/receivable and expenditure accounting, reporting and control. Activities also include collecting revenues for **federal** cost-sharing programs and other ministry programs, arranging with the Ministry of Finance for the transfer of **grants to school boards, colleges and universities** and offering financial advisory services for transfer payment administration. The team is also responsible for the **Ontario Young Travellers Program** (325-1820).

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**FREEDOM OF INFORMATION UNIT**

Mowat Block, 3rd Flr  
 900 Bay St.  
 Queen's Park, Toronto M7A 1L2  
 416-325-4143  
 Fax 416-325-2778

The Information and Privacy Coordinator is responsible for compliance to the **Freedom of Information** and Protection of Privacy Act within the Ministry of Education and Training, its regional offices and affiliated agencies. This office responds to requests for information made under the Act. It monitors and makes recommendations on the Ministry's policies and procedures with respect to collecting and releasing information. A public **reading room** for the review of manuals and other information is available during regular office hours on the 3rd Flr. of the Mowat Block.

**ORGANIZATION DEVELOPMENT TEAM**

Mowat Block, 19th Flr  
 900 Bay St.  
 Queen's Park, Toronto M7A 1L2  
 416-327-9000  
 416-327-9042 (TDD)  
 Fax 416-327-9043

The Organization Development Team (327-9000) provides advice and tools in the areas of organization innovation and redesign, accommodation, redeployment, recruitment, classification, employee relations, labour relations counsel and support, and the administration of occupational health and safety issues. It also provides support services to line branches and provides employee information to line and staff branches.

**POLICY AND PLANNING**

Mowat Block, 23rd Flr  
 900 Bay St.  
 Queen's Park, Toronto M7A 1L2  
 416-325-2267  
 Fax 416-325-2262

Policy and Planning is responsible for developing an integrated approach that responds effectively to Ministry strategic directions and operational planning requirements. The branch conducts corporate policy development in the areas of financial management, administration, human resources, information management, standards and security.

**SCHOOL BOARD INFORMATION TECHNOLOGY BRANCH**

151 Bloor St. West, 11th Flr  
 Toronto M5S 3C1  
 416-314-2550  
 Fax 416-314-2986

This branch services members of the **Educational Computing Network of Ontario (ECNO)**, which is a cooperative of **school boards** that share administrative application software, application support and technical support. The systems marketed, developed,



maintained and supported by the branch deal with student administration for elementary and secondary schools, special education, payroll/personnel, finance, assessment management, student transportation planning and management, enrolment projection, grants calculation and audio/visual booking. The branch is also responsible for distributing and supporting the Oracle Data Base Management System and operating a data communication network which connects most Ontario school boards and the Ministry of Education and Training for educational and administrative purposes.

### TECHNOLOGY PROJECT

Mowat Block, 23rd & 24th Flrs

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2267

Fax 416-325-2262

The Technology Project is responsible for the development and implementation of new advanced technologies. The branch provides consulting services and distributed computing support and training, and prepares business cases and opportunity assessments on behalf of individual branches.

Through the **Technology Information Centre** (325-4357), the use of distributed computing and application software packages is promoted, and training programs in the use of **computers** and application software are conducted. The branch also provides effective, economical and relevant data processing services to users within the ministry.

The Systems Services Section (325-2248) offers systems development and maintenance, and systems technology consulting services.

The Operations Services Section (325-2347) provides computer operations, data control and data entry.

## DEPARTMENT OF COLLEGES AND UNIVERSITIES

### GRANTS ADMINISTRATION BRANCH

#### CAPITAL GRANTS SECTION

Mowat Block, 23rd & 24th Flrs

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2863

Fax 416-325-4024

The Capital Grants Section is responsible for physical resources such as land, buildings and equipment used by postsecondary institutions.

The section estimates capital funding requirements, assesses institutional requests for funding, and makes funding recommendations of capital projects in **colleges** and **universities**.

It monitors and advises on real property issues in the Colleges of Applied Arts and Technology (CAATs) and the universities.

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The capital support program ensures postsecondary institutions' allocated capital funds are utilized for the purpose intended, and that reasonable value is obtained for the taxpayers' dollars.

#### GRANTS ADMINISTRATION BRANCH OPERATING GRANTS SECTION

Mowat Block, 23rd & 24th Flrs  
900 Bay St.  
Queen's Park, Toronto M7A 1L2  
416-325-4236  
Fax 416-325-6370

The Operating Grants Section is responsible for planning, coordinating, implementing and administering funding policies and procedures to ensure fair distribution of the operating grants among colleges and universities.

#### PARTNERSHIP, INTERNATIONAL AND RESEARCH SUPPORT BRANCH

Mowat Block, 8th Flr.  
900 Bay Street  
Queen's Park, Toronto M7A 1L2  
416-314-3870 (research)  
416-314-3864 (International Activities)  
Fax 416-314-3872

This branch develops and administers initiatives designed to: encourage and support international postsecondary education; strengthen university involvement in research and development; and encourage collaboration between Ontario's postsecondary institutions and other sectors of society.

The branch provides administrative support for the operation of the **University Research Incentive Fund (URIF)**. It plans and implements, in collaboration with Ontario's universities and colleges, the postsecondary elements of the **Ontario/Four Motors of Europe Partnership Agreement**. The office explores and develops new postsecondary partnerships.

The Partnership, International and Research Support Branch liaises with other Canadian government and non-governmental agencies involved in international education and research support.

#### POLICY AND PROGRAMS BRANCH

Mowat Block, 10th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 1L2  
416-325-2830  
Fax 416-325-2879

The Policy and Programs Branch formulates and implements plans and policies for the **Colleges of Applied Arts and Technology (CAATs)**, often called community colleges. The colleges also offer skills vocational training sponsored by the federal and provincial governments under the **Canadian Jobs Strategy** and **Ontario's Training Strategy**. For

information about programs available at CAATs, contact the colleges. See the Department of Skills Development entries for information on vocational training under the Canadian Jobs Strategy and Ontario's Training Strategy.

The branch liaises with the **Ontario Council of Regents for Colleges of Applied Arts and Technology**.

This branch is responsible for developing, planning, coordinating and implementing the government's policies and programs for the university sector in Ontario and for administering the **Degree Granting Act, 1983**. It also cooperates with the Ministries of Health, Community and Social Services and other government agencies with respect to education **health** issues, training of teachers and health and social services professionals. Other responsibilities include answering university-related inquiries. The branch liaises with the **Ontario Council on University Affairs**, university-related organizations, ministries and the federal government.

## DEPARTMENT OF EDUCATION

### COMMUNITY EDUCATION AND OUTREACH BRANCH

Mowat Block, 24th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2504

The branch supports the Ministry's strategic directions and priorities in developing and promoting equity, anti-racism and ethnocultural equity, integrated services for children and youth, prevention and promotion of wellness, school-work connections, student retention, adult and continuing education, lifelong learning, quality of life and social justice.

### CURRICULUM POLICY DEVELOPMENT BRANCH

Mowat Block, 16th and 17th Flrs.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2500

The branch undertakes three functions for the publicly supported English and French language **schools** of Ontario.

It establishes curriculum policies for kindergarten, elementary, and secondary **education** programs; develops and disseminates curriculum policy and related resource materials.

The branch establishes initiatives and provides policy and program direction for effective use of information **technologies** within the Ontario curriculum. It coordinates its activities with other branches, regional offices and Regional Computer Advisory Councils (RCACs).

Program responsibilities of this area include administration of the Ministry's hardware and software incentive programs directed at school boards; establishment of microcomputer hardware and software environment standards for the Grant Eligible Microcomputer Systems (G.E.M.S.) program; licensing of private sector educational software for school use; sponsorship of implementation projects across the province; Circular 14, which lists textbooks approved for use in Ontario schools.

The office administers the **Official Languages Monitor Program** in which bilingual university students act as monitors to educators of **French** or **English as a Second Language**.

#### EDUCATION FINANCE REFORM SECRETARIAT

Mowat Block, 21st Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-327-9076

Fax 416-325-2007

The Secretariat has the responsibility to manage the development of options for a new funding approach for elementary and secondary education. It acts as secretariat to the Advisory Council on Education Finance Reform.

#### FEDERAL/PROVINCIAL RELATIONS BRANCH

101 Bloor St. W., 12th Flr.

Toronto M5S 1P7

416-967-8444

Fax 416-314-8856

The Federal/Provincial Relations Branch provides operational support for training purchase arrangements under the **Canada-Ontario Labour Force Development Agreement**, and policy support in areas of training and human resources development involving the federal and other provincial governments.

In addition, it supports a network of 57 Community Industrial Training Committees which assess local employment and training needs and helps implement training programs.

#### INDEPENDENT LEARNING CENTRE

909 Yonge St.

Toronto M4W 3G2

416-325-4388

1-800-387-5512 (Toll-free)

1-800-265-0454 (French) (Toll-free)

Fax 416-325-4306

416-325-4360 (French)

2141 Lasalle Blvd.

Sudbury P3A 2A3

705-688-3045

1-800-461-6257 (Toll-free)

Fax 705-688-3050

The Independent Learning Centre (ILC) provides **distance education** courses in English and French, for Ontario residents to obtain credits towards a high school diploma, upgrade basic skills, or study for personal growth and development. These courses are available free of charge to Ontario residents. A variety of secondary **school** courses are offered. Courses may be started or completed, and certificates and **diplomas** awarded, at any time of the year.



ILC also offers a noncredit **adult** basic **education** program, including **English as a Second Language** and literacy courses. An elementary program is provided only for **children** who are unable to attend school due to extended illness, distance from school, or temporary residence outside Ontario.

For more information, request the "Student Guide" by phoning, writing or visiting the Independent Learning Centre. All services are offered in both official languages in Toronto and Sudbury.

#### LEARNING ASSESSMENT BRANCH

Mowat Block, 18th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2207

The Learning Assessment Branch advises on policies and procedures for learning standards and evaluation of **student** achievement and program effectiveness.

#### LEGISLATION BRANCH

Mowat Block, 18th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2400

The branch provides legislative and legal services for policy initiation and revision of laws, and ensures that Ministry action accords with the statutory and regulatory framework of the province. Consultative services are offered to the Ministry of Education and Training to facilitate the implementation of government policy. The branch also provides some administrative services for processing legal documents and executing legal procedures, as required by educational legislation on behalf of the Minister.

The Native Education Policy Unit promotes education for and about **Native peoples** by maintaining an ongoing liaison with **First Nation/Native organizations**, communities, individuals, other ministries and agencies of the Ontario Government, and with other jurisdictions including the federal government (325-2790).

The unit also **publishes** a Directory of Native organizations.

#### POLICY ANALYSIS AND RESEARCH BRANCH

Mowat Block, 15th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2659

The Corporate Policy and Research Section of the Policy Analysis and Research Branch provides corporate policy services to all Ministry divisions, and coordinates the Ministry's strategic planning process. The section also administers the **Education Research Program**. Published reports on the findings of **research** are sold through Publications Ontario (see entry under Management Board Secretariat). The section liaises between the Ministry, education researchers and Ontario Institute for Studies in Education (OISE) (325-4186).

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The Policy Liaison Section coordinates Ministry and inter-ministry policy consultation and liaises with Cabinet Office (325-2669).

The Intergovernmental Policy Section is responsible for interprovincial and federal-provincial liaison with the **Council of Ministers of Education, Canada (CMEC)**, with ministries responsible for education in other provinces and with federal departments and agencies (325-2680).

The Liaison Services Section is responsible for providing effective liaison between the Ministry and interest groups, including trustees, teachers, administrators, parents, students, labour, business and community organizations (325-2810).

The Corporate Issues and Information Services Section is responsible for the development of key information resources for the Ministry. The Corporate Issues Unit monitors and tracks contentious issues related to education and training, providing appropriate briefing services for the Premier, Minister and Deputy Minister (325-2661). The Information Services Unit provides **library** and information services to Ministry staff (325-2630).

Statistical Services provides statistical information, data management, and analytical services in support of the Ministry's policy priorities. This section gathers, validates and analyzes data on **school boards** and **schools** and produces **statistical publications** (325-2693).

## REGIONAL OFFICES

The Regional Offices inform school systems about Ministry programs and policies on **education** and ensure, in collaboration with local boards, that these policies are carried out. Responsibilities include informing the Ministry's head office about activities and issues in school systems; making recommendations for action and policy formulation; helping **school boards** develop means of implementing and reviewing their programs; offering program administration support and supervisory officer services to boards whose size precludes an administrative structure; inspecting **private schools**; maintaining liaison with the public, **universities**, faculties of education, other ministries and related bodies. The **Summer Experience Program** is maintained by Regional Services. There are six regional offices in Ontario:

### Western Ontario Region

759 Hyde Park Rd.

**London** N6H 3S6

519-472-1440

For toll-free number see the blue pages of the telephone directory

### Northeastern Ontario Region

Box 3020

447 McKeown Ave.

**North Bay** P1B 8K7

705-474-7210

For toll-free number see the blue pages of the telephone directory

### Eastern Ontario Region

1580 Merivale Rd.

**Nepean** K2G 4B5

613-225-9210

For toll-free number see the blue pages of the telephone directory

Central Ontario Region  
Heron's Hill Bldg., Ste. 3201  
2025 Sheppard Ave. E.  
**North York M2J 1W4**  
416-491-0330

For toll-free number see the blue pages of  
the telephone directory

Northwestern Ontario Region  
435 James St. S.  
Box 5000  
**Thunder Bay P7C 5G6**  
807-475-1571

For toll-free number see the blue pages of  
the telephone directory

Midnorthern Ontario Region  
199 Larch St.  
**Sudbury P3E 5P9**  
705-675-4401

For toll-free number see the blue pages of  
the telephone directory

### SCHOOL BUSINESS AND FINANCE BRANCH

Mowat Block, 21st Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 1L2  
416-325-2038  
Fax 416-325-2007

The School Business and Finance Branch develops and administers the General Legislative **Grants** formula supporting **school boards**; sets financial accounting and enrolment reporting standards; and oversees the **audit** of financial statements of school boards, which involves liaison with the accounting profession. The branch also controls allocation of capital funds for the construction of elementary and secondary **schools**; and issues final approval for costs of school board capital projects approved for provincial funding.

The Teachers' Pension Policy Unit (Mowat Block, 12th Flr., Toronto M7A 1L2, 325-2044) provides government liaison with the Ontario Teachers' Pension Plan Board, and develops policy regarding teachers pensions.

### SCHOOLS/COLLEGES PROJECT SECRETARIAT

Mowat Block, 17th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 1L2  
416-325-2458  
Fax 416-325-2472

The Schools/Colleges Project Secretariat is responsible for recommending action and policies to improve the secondary school/college linkages throughout the province. Activities include: a small secretariat to provide administrative and professional support to the Schools/Colleges Advisory and Implementation Committee and manage groups' work.

## SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH

Mowat Block, 17th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2777

The Special Education and Provincial Schools Branch advises the Minister on program policy for the education of exceptional pupils in elementary and secondary **schools**. Liaison is provided with professional and parent associations and government agencies regarding programs and services for exceptional pupils. The branch plans and produces **special education** resource materials to assist school board personnel in developing special education programs and services.

Special education programs and services are provided in provincial schools for pupils who are blind, deaf and deaf-blind and in Demonstration Schools for pupils who are learning disabled. The provincial schools also provide resource services to pre-school children and their families and consultative services to school boards. The Demonstration Schools provide in-service teacher education, and consultative services to school boards.

SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH  
DEMONSTRATION SCHOOLS

Mowat Block, 17th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2777

The Demonstration Schools, listed below, are residential, and designed for **children** with severe **learning disabilities** and **language** learning disorders. The Trillium, Robarts, and Sagonaska Schools are for English-speaking pupils while Centre Jules-Léger is for French-speaking pupils.

An in-service teacher education component is provided at the Demonstration Schools. Through this service, methodologies and materials can be shared with locally operated school board programs across the province.

Sagonaska School  
350 Dundas St. W.  
**Belleville** K8P 1B2  
613-967-2830

Robarts School  
1090 Highbury Ave.  
Box 7300  
**London** N5Y 4V9

Trillium School  
347 Ontario St. S.  
**Milton** L9T 3X9  
905-878-8428

Centre Jules-Léger  
1495 Heron Rd., Pavilion K  
**Ottawa** K1V 6A6  
613-521-4000



**SPECIAL EDUCATION AND PROVINCIAL SCHOOLS BRANCH  
SCHOOLS FOR THE BLIND AND DEAF**

Mowat Block, 17th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

Five schools, listed below, provide direct day/residential education programs for the **blind, deaf and deaf/blind**. The Robarts and E. C. Drury Schools offer five-day residential instruction, while the Sir James Whitney and W. Ross Macdonald Schools have seven-day residential programming. Centre Jules-Léger provides residential education programs for Francophone deaf **students**.

The W. Ross Macdonald School, in conjunction with the University of Western Ontario, provides training for **teachers** of both the blind and the deaf/blind. **French** language teacher training and resource services are supplied by Centre Jules-Léger in conjunction with the University of Ottawa.

The Schools for the Blind and Deaf and Centre Jules-Léger also serve as resource centres for local school boards operating day programs for exceptional pupils, and provide services to parents and other agencies.

The Sir James Whitney School  
(Deaf)

350 Dundas St. W.

**Belleville** K8P 1B2

613-967-2823

613-967-2823 (TDD)

The Ernest C. Drury School  
(Deaf)

255 Ontario St. S.

**Milton** L9T 2M5

905-878-2851

905-878-7195 (TDD)

The W. Ross Macdonald School  
(Blind and Deaf/Blind)

350 Brant Ave.

**Brantford** N3T 3J9

519-759-0730

Centre Jules-Léger  
(Deaf, Blind, Deaf/Blind)

1495 Heron Rd., Pavilion K

**Ottawa** K1V 6A6

613-521-4000

The Robarts School  
(Deaf)

1090 Highbury Ave.

Box 7300

**London** N5Y 4V9

519-453-4400

519-453-4400 (TDD)

**TEACHER EDUCATION BRANCH**

Registrar Services

Mowat Block, 12th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-4300

Mowat Block, 12th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-4335

The Teacher Education Branch develops, implements and reviews regulations and policy relating to: **teacher** education and qualifications to support Ministry initiatives and provincial needs; evaluates the qualifications of teachers trained outside Ontario; maintains and issues teacher records and certification; collects, maintains, disseminates, and analyzes information about teachers and students; provides **information** and advisory services to the Ministry, education community and the public about the awarding of secondary **school diplomas** and awards, and the maintenance of **student** records at the local level; coordinates the delivery of the Principal's and Supervisory Officer's Qualifications Programs; provides leadership to the development of appropriate professional development activities/programs (e.g. Race and Ethnocultural Equity), teacher in-service training opportunities with school boards and professional associations in identified areas; implements the Educator Database; provides input to the development of the Learner Database and the development of a statistical base for the Teacher Supply-Demand Model; consults with education stakeholders and other ministries to ensure awareness of Ministry policy.

**VIOLENCE PREVENTION SECRETARIAT**

Mowat Block, 13th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2529

Fax 416-325-2177

The Violence Prevention Secretariat was officially established by the Ministry of Education and Training in December, 1992. Its mandate includes the following major areas: child abuse/child sexual abuse, wife assault prevention initiatives, sexual assault prevention initiatives, school violence, Aboriginal family violence, elder abuse and violence prevention policy development.

The Secretariat plans and coordinates, for the Ministry of Education and Training, all the activities related to the funding of the government initiatives on sexual assault and wife assault prevention for school boards. It organizes all the activities of the Ministry's Provincial Planning Council on Violence Prevention which includes representation from the six regional offices.

Staff members in the Secretariat represent the Ministry of Education and Training on all interministerial committees related to the areas within the Secretariat's mandate.

The Secretariat works closely with community partners in joint ventures for the prevention of violence.

## DEPARTMENT OF JOBSONTARIO TRAINING

### jOBSONTARIO TRAINING

595 Bay St., 9th Flr.

Box 153

Toronto M5G 2C2

1-800-387-5656 (Toll-free) Hotline

1-800-387-0743 (Toll-free) (TDD)

Fax 416-314-5169

416-314-5156

The jobsOntario Training (**JOT**) is a unique, three-year, job creation and training program of the Ontario Government that helps train long-term unemployed workers in new jobs and assists employers to create new positions in their workplaces.

## FRENCH LANGUAGE EDUCATION DIVISION

Mowat Block, 22nd Flr.

900 Bay St.

Queen's Park, Toronto M7A 1L2

416-325-2110

The French Language Education Division is responsible for the continuing development of **French** language education programs for students in French language elementary and secondary **schools** and advises the Minister and Deputy Minister on matters pertaining to French language **education** for francophones.

The division's French Language Education Branch addresses needs of French language schools in the areas of curriculum policy and program development of exclusive interest, French language education governance, French language services for pupils and teachers, the implementation of initiatives that foster equivalency and the conducting of reviews for accountability purposes. It also has responsibility for coordinating ministry policy for French language education, setting priorities, developing partnerships with the Francophone education community and ensuring the application of the French Language Services Act. The French Language Consultative Services provide teachers in French language instructional units (FLIU) with direct curriculum and professional development services, ensuring the quality of French as a first language education through the provision of equitable and equivalency services in the areas of human, technical and pedagogical resources.

The French Language Education Branch maintains on-going links with the **Franco-Ontarian** educational community and associations. It also liaises with the regional offices and other branches in order to enable the ministry to better meet its objectives for quality education in French language schools for all its endeavours.

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**ONTARIO TRAINING AND ADJUSTMENT BOARD**

Crown Life Place, South Tower  
 175 Bloor St. W., Ste. 903  
 Toronto M4W 3R8  
 416-326-6500  
 Fax 416-326-6521

Bill 96, legislation to create the Ontario Training and Adjustment Board (OTAB), was passed by the Legislature in July 1993. OTAB is a government agency that will lead the development of a highly skilled workforce in Ontario, and help individuals and communities adjust to changes in technology and economic restructuring by making the province's publicly funded labour force development system more effective and accessible.

OTAB will be taking responsibility for the province's training and adjustment programs and services in workplace and sectoral training, apprenticeship, labour force adjustment, and labour force entry/re-entry. It is led by a board of directors made up of 22 men and women nominated by the key labour market partner groups: labour, business, women, people-with disabilities, racial minorities, francophones and educators and trainers. Labour and business have each nominated a representative to co-chair OTAB.

Decisions on how to train people and help them adjust to economic change are made by the board of directors in a cooperative and coordinated way within a policy framework established by the Government of Ontario.

For information about training programs call the Training Hotline at 1-800-387-5656 or TDD 1-800-387-0743.

**APPRENTICESHIP AND CLIENT SERVICES BRANCH**

625 Church St., 5th Flr.  
 Toronto M4Y 2E8  
 416-326-5605  
 Fax 416-326-5606

The Apprenticeship and Client Services Branch coordinates long-term, on-the-job apprenticeship training programs designed to assist employers and individuals achieve their skills development goals and contribute to Ontario's economic growth.

The branch administers and enforces the **Trades Qualification Act** and its regulations, which set standards and conditions of training for employment in regulated trades. **Trade certification** is compulsory for the following: construction trades (e.g., **electricians, plumbers, refrigeration and air-conditioning mechanics, sheet metal workers, steamfitters**, etc.); motive power trades (e.g., **motor vehicle mechanics, auto body repairers**) and service trades (e.g., **hairstylists**). Certification is voluntary for many other regulated trades (e.g., **carpenters, machinists, tool and die makers, mould makers**). The branch is also responsible for a large number of non-regulated schedules of training. In addition to administering apprenticeship examinations and in-school training purchase arrangements, the branch is responsible for competency assessment, training standards development, and materials for apprenticeship and Ontario Modular Training programs.



Industrial Training consultants located in 26 field offices throughout Ontario assist potential and active trainees, employers and labour representatives with their **skills development** needs, and monitor the effectiveness and efficiency of training programs. Field offices are listed below.

## FIELD OFFICES

Ontario Government Bldg.

114 Worsley St.

**Barrie** L4M 1M1

705-737-1431

If long distance, ask operator for

Zenith 20860 (Toll-free)

Bell Tower Plaza

365 North Front St., 2nd Flr., Ste. 202

**Belleville** K8P 5A5

613-968-5558

If long distance, ask operator for

Zenith 20860 (Toll-free)

14 Holiday Dr.

P. O. Box 24015

c/o King George Postal Outlet

**Brantford** N3T 7X3

519-756-5197

If long distance, ask operator for

Zenith 20860 (Toll-free)

Ontario Government Bldg.

Oxford St., Box 1511

**Brockville** K6V 5Y6

613-342-5481

If long distance, ask operator for

Zenith 20860 (Toll-free)

158 Keil Dr. S.

**Chatham** N7M 6B7

519-351-2859

333 Pitt St., 2nd Flr.

**Cornwall** K6J 3R1

613-938-9702

If long distance, ask operator for

Zenith 20860 (Toll-free)

Ontario Government Bldg.

119 King St. W., 7th Flr.

P. O. Box 2112

**Hamilton** L8N 3Z9

905-521-7764

If long distance, ask operator for

Zenith 20860 (Toll-free)

227 2nd St. S., 3rd Flr.

**Kenora** P9N 1G1

807-468-2879

If long distance, ask operator for

Zenith 20860 (Toll-free)

1055 Princess St., Ste. 306

**Kingston** K7L 5T3

613-545-4338

If long distance, ask operator for

Zenith 20860 (Toll-free)

217 York St., Ste. 201

**London** N6A 1B7

519-675-7788

If long distance, ask operator for

Zenith 20860 (Toll-free)

165 Dundas St. W., 4th Flr.

**Mississauga** L5B 2N6

905-279-7333

If long distance, ask operator for

Zenith 20860 (Toll-free)

Northgate Plaza

1500 Fisher St., 2nd Flr.

**North Bay** P1B 2H3

705-495-8515

If long distance, ask operator for

Zenith 20860 (Toll-free)

1355 Bank St., Ste. 703

**Ottawa** K1H 8K7

613-731-7100

If long distance, ask operator for

Zenith 20860 (Toll-free)

Nor-Towne Plaza  
220 11th St. E., Ste. 108  
**Owen Sound** N4K 1T9  
519-376-5790  
If long distance, ask operator for  
Zenith 20860 (Toll-free)

169 Lake St.  
**Pembroke** K8A 5L8  
613-735-3911  
If long distance, ask operator for  
Zenith 20860 (Toll-free)

306 George St. N.  
**Peterborough** K9J 3H2  
705-745-1918  
If long distance, ask operator for  
Zenith 20860 (Toll-free)

1420 Baly St., Unit 1  
**Pickering** L1W 3R4  
905-837-7721  
If long distance, dial  
1-800-461-4608 (Toll-free)

1323 Exmouth St., Ste. 203  
**Sarnia** N7S 3Y1  
519-542-7705  
If long distance, ask operator for  
Zenith 20860 (Toll-free)

421 Bay St.  
Station Tower, 4th Flr.  
**Sault Ste. Marie** P6A 1X3  
705-945-6815  
If long distance, ask operator for  
Zenith 20860 (Toll-free)

COR Block Bldg.  
80 King St., Ste. 801  
**St. Catharines** L2R 7G1  
905-688-1144

450 Notre Dame Ave.  
**Sudbury** P3C 5K8  
705-688-3030  
If long distance, ask operator for  
Zenith 20860 (Toll-free)

28 Cumberland St. N., 3rd Flr.  
**Thunder Bay** P7A 4K9  
807-345-8888  
If long distance, ask operator for  
Zenith 20860 (Toll-free)

20 Wilcox St.  
**Timmins** P4N 3K6  
705-264-2354  
If long distance, ask operator for  
Zenith 20860 (Toll-free)

625 Church St., 1st Flr.  
**Toronto** M4Y 2E8  
416-326-5800  
(Central)

285 Weber St. N.  
**Waterloo** N2J 3H8  
519-571-6009

1427 Ouellette Ave., 2nd Flr.  
**Windsor** N8X 1K1  
519-973-1441  
If long distance, ask operator for  
Zenith 20860 (Toll-free)

#### ECONOMICS AND LABOUR MARKET RESEARCH GROUP

101 Bloor St. W., 6th Flr.  
Toronto M5S 1P7  
416-327-1754  
Fax 416-327-1771

The Economics and Labour Market Research Group was transferred to the Ontario Training and Adjustment Board (OTAB) from the Ministry of Labour effective October 1993.

The Group undertakes economic and labour market studies in support of OTAB's policy development program review and planning initiatives and provides a labour market information service.

**LITERACY BRANCH**

625 Church St., 6th Flr.  
Toronto M4Y 2E8  
416-326-5482  
416-326-5493 (TDD)  
Fax 416-326-5505

The Literacy Branch assists individuals and communities in developing **literacy** and other basic skills to achieve social, cultural and economic goals. This is accomplished through policy and program development, advocacy activities, program funding and development and support of literacy in the field.

The **Ontario Basic Skills (OBS)** funds colleges of applied arts and technology to provide tuition free basic skills **training** to adults 25 and over at colleges of applied arts and technology throughout the province. Basic skills training includes reading, writing and math skills; basic computer skills; and life skills. **Special Support Allowances** are available to eligible trainees to cover training related expenses such as childcare, transportation and accommodation.

**Ontario Community Literacy (OCL)** provides **grants** to English, French and Native community-based literacy programs. Consultation and resources for delivery organizations are also provided. Information on literacy programs in Ontario and material for publicizing local programs are available. **Ontario Basic Skills in the Workplace (OBSW)** grants fund employers, their non-profit delivery agents and labour unions to provide literacy, language training and numeracy skills to workers.

Adult Basic Literacy/Numeracy (ABL/N) funds school boards to provide basic literacy and numeracy education to adults. Programs are often co-sponsored with community groups.

Literacy Field Development and Support (LFDS) provides grants for the regional literacy information and referral services, training of literacy practitioners, a resource centre, a French clearing house, special interest groups, desktop publishing, and other activities to develop and support the literacy field.

Labour Adjustment (LA) provides grants and support for the training of displaced workers who have lost their jobs in large plant closures.

Native Programs, address above, 416-326-5461; Franco-Ontarian Programs, address above, 416-326-5482. English Program offices are listed below.

Eastern Ontario  
175 Sherman St.  
**Kingston** K7M 4G9  
613-389-3080

Western Ontario  
65 Heins Ave.  
**Kitchener** N2G 1Z7  
519-571-9037

Northern Ontario  
199 Larch St., 7th Flr.  
**Sudbury** P3E 5P9  
705-675-4401 Ext. 254

Central Ontario  
625 Church St., 6th Flr.  
**Toronto** M4Y 2E8  
416-326-5472

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**OFFICE OF LABOUR ADJUSTMENT**

625 Church St., 3rd Flr.

Toronto M4Y 2E8

416-326-7381

Fax 416-326-7383

This branch coordinates various ministries' programs to respond to particular plant closures by Ontario **industry**. The branch provides information and expertise to employers and employees and other interested parties.

It provides an assistance program for employees who have been affected by large plant closures or layoffs. It also provides expertise on adjustment issues to governments, employers, unions, voluntary organizations, and professionals in the field who assist displaced workers.

The **TRANSITIONS** program assists workers over 45 years of age who are on notice of layoff or have been laid off within the last six months. Approved applicants are credited with \$5,000 to use over a two year period for institutional or on the job training (Hotline 1-800-387-5656).

The Help Centres program provides up to \$100,000 per year to assist independent, community-based organizations in the provision of employment and/or vocational counselling and training information services for adults 25 years of age and over.

**REGIONAL OFFICES**

1 Jarvis St., Main Flr.

**Hamilton** L8R 3J2

905-577-6221

Fax 905-577-1200

If long distance in area code 905 dial

1-800-263-6906 (Toll-free)

1500 Fisher St., 2nd Flr.

**North Bay** P1B 2H3

705-494-7176

Fax 705-476-8301

If long distance in area code 705 dial

1-800-461-1654 (Toll-free)

1111 Prince of Wales Dr., Ste. 200

**Ottawa** K2C 3T2

613-228-8050

Fax 613-727-2900

If long distance dial

1-800-267-1916 (Toll-free)

Parklane Plaza

815 High St.

**Peterborough** K9J 8J9

705-876-1800

Fax 705-742-8364

If long distance dial

1-800-461-1425 (Toll-free)

700 Christina St. N.

**Sarnia** N7V 3C2

519-336-1200

Fax 519-336-8477

If long distance in area code 519 dial

1-800-265-1416 (Toll-free)

199 Larch St. 6th Flr.

**Sudbury** P3E 5P9

705-675-4455

Fax 705-673-2019

If long distance in area code 705 dial

1-800-461-4000 (Toll-free)



## TRANSITION/HELP CENTRE PROGRAMS

101 Bloor St. W., Ste. 502  
Toronto M4J 4Z2  
416-326-5817  
Fax 416-327-0018  
If long distance dial  
1-800-387-5656 (Toll-free)

## PARTNERSHIP AND SERVICE DEVELOPMENT

625 Church St., 6th Flr.  
Toronto M4Y 2E8  
416-326-5400  
Fax 416-326-5445

The Partnership and Service Development Branch develops partnerships and administers programs to stimulate employee **training** activity by supporting business and labour organizations in Ontario.

The branch manages and supports the training consulting service at 47 **Ontario Skills Development Offices (OSDOs)**, operated by **Colleges of Applied Arts and Technology**. OSDOs provide expert advice on needs assessment, training plan development, human resource development and equity issues as required by employers, unions, employee associations and sectoral associations.

The **Ontario Skills Program** offers financial incentives to enhance the skills base of Ontario's work force. Ontario Skills can provide up to 50 percent of direct instructional costs incurred by employers, unions, employee associations and Training Trust Funds. The program is operated by Colleges of Applied Arts and Technology.

The **Ontario Training Trust Fund Program** supports approved employer/employee Trust Funds. The Ministry contributes one third of the funding, up to a maximum of \$100,000; the employer contributes one third and the employees/union contribute one third.

The branch administers a number of sectoral labour-management **Sectoral Training Agreements**: electrical/electronics manufacturing industry, automotive parts industry and steel industry.

Additional information is available from the Training Hotline (1-800-387-5656).

## POLICY BRANCH

101 Bloor St. W., 12th Flr.  
Toronto M5S 1P7  
416-967-8444  
Fax 416-965-7144

The Policy Branch identifies issues, undertakes research studies, consultations and evaluations, develops options necessary to fulfil the office's mandate, provides policy support and service to the office's program managers and to the Ministry of Education and Training, liaises with ministries and governments on policy-related matters, and provides strategic planning support and French Language Services coordination to the office.

**YOUTH EMPLOYMENT SERVICES BRANCH**

625 Church St., 3rd Flr.

Toronto M4Y 2E8

1-800-387-0777 (Toll-free)

The Youth Employment Services Branch administers **youth employment** programs and operates a youth employment and training Hotline (1-800-387-0777) which provides information to youth and employers.

**FUTURES**, delivered through local youth employment counselling centres and colleges of applied arts and technology, provides employment-disadvantaged young people with counselling, basic life skills, work placements, and in some cases, high school upgrading, to enhance their skills and employability. It also provides **financial incentives** to **employers** in return for on-the-job training.

The branch funds community-based **Youth Employment Counselling Centres** which help unemployed young people who are socially, economically and/or educationally disadvantaged develop the skills necessary to secure employment.

**Summer Experience in the Trades**, delivered through local apprenticeship offices and Youth Employment Counselling Centres, provides summer jobs in the skilled occupations to full-time high school **students**. It also provides financial incentives to employers.

The **jobsOntario Youth** (Component I) delivered through selected Youth Employment Counselling Centres, **FUTURES** College Offices and Community Organizations in Hamilton, Ottawa, Toronto and Windsor; is a summer work placement program for youth, with a focus on outreach to youth facing systemic barriers. The program provides minimum wage to clients; youth are matched with employers and have monitored work terms.

**AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Education and Training are listed below. Contact the Communications Branch for unlisted agencies.

**ABORIGINAL EDUCATION COUNCIL**

56 Wellesley ST. W, 10th Flr.

Toronto M7A 2B7

The Aboriginal Education Council (AEC), established by Order-in-Council in 1991, identifies and assesses current and emerging postsecondary educational issues within the **aboriginal** community in order to recommend policy proposals. It also examines policy proposals referred to it by the Minister to evaluate their impact on **Aboriginal education**. AEC is responsible for advising the Minister on the planning and the development of aboriginal services and programs at the university and college levels. The Council maintains a liaison with the Ontario Council of Regents, the Ontario Council on University Affairs and the Advisory Committee of Francophone Affairs. A small research staff supports the work of the Council.

## ADVISORY COMMITTEE OF FRANCOPHONE AFFAIRS

56 Wellesley St. W, 10th Flr.

Toronto M7A 2B7

416-314-0468

Fax 416-314-0474

The Advisory Committee of Francophone Affairs (ACFA), established by Order-in-Council in 1991, identifies and assesses current and emerging postsecondary educational issues within the French language community in order to recommend policy proposals. It also examines policy proposals referred to it by the Minister to evaluate their impact on postsecondary **French** language education. ACFA is responsible for advising the Minister on the planning and the development of **French Language Services** and programs at the university and college levels. The Committee maintains a liaison with the Ontario Council of Regents, the Ontario Council on University Affairs and the Council for Franco-Ontarian Education. A small research staff supports the work of the Committee.

## COLLEGE RELATIONS COMMISSION

111 Avenue Rd., Ste. 400

Toronto M5R 3J8

416-922-7679

Fax 416-325-4134

The College Relations Commission was established in 1975 to oversee **collective bargaining** between the Ontario Council of Regents for Colleges of Applied Arts and Technology (CAATs) and the **Ontario Public Service Employees Union**, representing both academic and support staff. The commission monitors and assists in negotiations, supervises staff votes, and advises the Lieutenant Governor-in-Council when a strike or lockout is jeopardizing student education. The office administers the **Colleges Collective Bargaining Act**.

## COUNCIL FOR FRANCO-ONTARIAN EDUCATION

880 Bay St., Ste. 203

Toronto M7A 1L2

416-325-4626

Fax 416-325-4627

The Council advises the Minister of Education and Training on all matters concerning the **education of Franco-Ontarians** at the elementary, secondary and postsecondary levels. The Council is better known under its French acronym CEFO.

## EDUCATION RELATIONS COMMISSION

111 Avenue Rd.

Toronto M5R 3J8

416-922-7679

Fax 416-325-4134

The Education Relations Commission (**ERC**) was established in 1975 to administer the **collective bargaining** process and further harmonious relations between **teachers** and **school boards**. Activities include monitoring and assisting negotiations, supervising voting



by teachers, providing a common database for collective bargaining, and advising the Lieutenant Governor-in-Council when a strike or a lockout will jeopardize students' education.

#### LANGUAGES OF INSTRUCTION COMMISSION OF ONTARIO

25 Grosvenor St.  
Toronto M4Y 1A9  
416-314-3500

The Languages of Instruction Commission of Ontario was established to help resolve disputes over the provision of **education** programs in the **language** of a **French** or English minority group. The commission intercedes in conflicts between **school boards** and their language advisory committees, and groups of rate payers.

#### ONTARIO COUNCIL OF REGENTS FOR COLLEGES OF APPLIED ARTS & TECHNOLOGY (CAATs)

790 Bay St., 11th Flr.  
Toronto M5G 1N8  
416-325-1780  
Fax 416-325-1792

The Ontario Council of Regents advises the Minister of Education and Training on policy and planning matters of a system-wide nature for Ontario's Colleges of Applied Arts and Technology. Currently the Council is involved in the implementation of two major initiatives stemming from the **Vision 2000** review: Prior Learning Assessment (PLA) and the College Standards and Accreditation Council (CSAC). At the current time, the Council is also examining issues related to the restructuring of the college system. The Council is also responsible for: appointing college boards of governors; **collective bargaining**, on behalf of the **colleges**, with academic and support staff; and reviewing and recommending salaries, terms and conditions of employment for college administrative staff and presidents.

#### ONTARIO COUNCIL ON UNIVERSITY AFFAIRS

700 Bay St., 7th Flr.  
Toronto M5G 1Z6  
416-314-6969  
Fax 416-314-6982

Established by Order-in-Council in 1974, the Ontario Council on University Affairs (OCUA) advises the Minister of Education and Training and the Lieutenant Governor-in-Council on funding requirements, allocation of funds, graduate and professional program approval, **Ontario Graduate Scholarship** funding, and any other matters pertaining to the university system. OCUA acts as an intermediary between the provincial government and the 15 provincially assisted **universities**, **Ryerson Polytechnic University**, the Ontario College of Art, and the **Ontario Institute for Studies in Education**. The council is composed of a full-time chairman and 19 members who serve on a part-time basis. A small staff supports the work of the council.



**ONTARIO TEACHERS' PENSION PLAN BOARD**  
5650 Yonge St., Ste. 400  
North York M2M 4H5  
416-226-2700

The Ontario Teachers' Pension Plan Board was created by The Teachers' Pension Act, 1989, which was passed on December 20, 1989. It replaced the Teachers' Superannuation Commission as the "arms-length" board responsible for the administration of the teachers' pension plan and the resolution of issues concerning individual benefit entitlements. It took on the additional responsibility of managing the fund's assets. Under the **Teachers' Pension Act**, 1989, the Board has the authority to invest the pension fund in market investments. The Board is comprised of nine members including the chairperson.

### **PROVINCIAL SCHOOLS AUTHORITY**

Mowat Block, 19th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 1L2  
416-327-9003  
Fax 416-327-9043

Established under the Provincial Schools Negotiations Act in 1975, the authority is the legal employer of **teachers** in education programs operated by the Ministries of the Solicitor General and Correctional Services and Education and

Training. It negotiates with the organization representing the teachers, who have the same **bargaining** rights as those employed by school boards. The authority is also responsible for administering the collective agreement.

### **TEACHER EDUCATION COUNCIL, ONTARIO**

Mowat Block, 12th Flr.  
900 Bay St.  
Toronto M7A 1L2  
416-325-4328  
Fax 416-325-4344

The Teacher Education Council, Ontario consists of 16 members representing four major stakeholders in teacher education i.e. universities, teachers, school boards and government. The council advises the Minister of Education and Training on all aspects of teacher education.

## **ACTS**

### **ACTS**

The Ministry of Education and Training is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Legislation Branch or Communications Branch.

An Act Respecting Queen's College at Kingston, 1874, as amended  
Colleges Collective Bargaining Act  
Degree Granting Act

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Development Charges Act, Part III  
Education Act  
Essex County French-language Secondary School Act, 1977  
Lake Superior Board of Education Act, 1976  
Metropolitan Separate School Board Act, 1953  
Ministry of Colleges and Universities Act  
Municipal and School Board Payments Adjustment Act  
Ontario Institute for Studies in Education Act  
Ontario School Trustees' Council Act  
Ontario Youth Employment Act  
Ottawa-Carleton French-Language School Board Act  
Private Vocational Schools Act  
Provincial Schools Negotiations Act  
School Boards and Teachers Collective Negotiations Act  
School Trust Conveyances Act  
Teachers Pension Act  
Teaching Profession Act  
Trades Qualification Act  
University Foundations Act, 1992

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## MINISTRY OF THE ENVIRONMENT AND ENERGY

**135 St. Clair Ave. W.  
Toronto M4V 1P5  
416-323-4321**

The Ministry of the Environment and Energy was formed in February 1993 with the amalgamation of the environment and energy portfolios. The mandate of the Ministry is to protect and enhance the quality of the environment for the present and future well-being of the people of Ontario and to ensure access to affordable energy that is environmentally safe and sound.

The Ministry is responsible for developing programs and policies which: protect air, water and land; encourage green industry; promote energy efficiency.

Approximately 15 boards and agencies report to the Minister of Environment and Energy.

### DEPUTY MINISTER'S OFFICE

**INTERIM WASTE AUTHORITY LTD.  
20 Bay St., Ste. 1625  
Toronto M5J 2N8  
416-325-3020  
Fax 416-325-3023**

The Interim Waste Authority is responsible for establishing 3 landfill sites in the Greater Toronto Area as specified in the Waste Management Act. This office administers the Waste Management Act, 1992, Parts I and II.

**LEGAL SERVICES BRANCH  
135 St. Clair Ave. W., 10th Flr.  
Toronto M4V 1P5  
416-323-4522**

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. Branch lawyers conduct prosecutions under provincial environmental legislation, act as counsel at environmental hearings, represent the Ministry before the National Energy Board and other tribunals and provide solicitors' services, including drafting of contracts and settling of claims. The branch is part of the Ministry of the Attorney General.

**WASTE REDUCTION OFFICE  
40 St. Clair Ave. W., 6th & 7th Flrs.  
Toronto M4V 1M2  
416-325-4440  
Fax 416-314-9411 (6th Flr.)  
Fax 416-325-4437 (7th Flr.)**

The Waste Reduction Office (WRO) was established by the Ministry of Environment in February 1991 to develop and institute programs and systems aimed at achieving at least 25% waste diversion from disposal by the year 1992 and at least 50% by the year 2000.

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The Waste Reduction Action Plan (WRAP) is an accelerated 3Rs (reduce, reuse, recycle) plan to achieve the **waste** diversion targets which includes: strong regulatory measures aimed at the private and public sectors to reduce waste at source; development of financial and technical systems for diversion; assistance in the creation of markets; establishment of public, industrial and municipal technical assistance; and coordination of communication and educational programs.

#### WASTE REDUCTION OFFICE

##### 3RS TECHNOLOGY SECTION

40 St. Clair Ave. W., 6th Flr.

Toronto M4V 1M2

416-325-4433

The 3Rs Technology Section manages the Ministry's involvement in 3Rs technologies infrastructure for municipal wastes.

This section also provides technical assistance in the assessment of applied technologies and ongoing 3Rs technical support for municipalities.

#### WASTE REDUCTION OFFICE

##### GTA (GREATER TORONTO AREA) PROJECT

40 St. Clair Ave. W., 6th Flr.

Toronto M4V 1M2

416-325-4440

The GTA (Greater Toronto Area) Project includes initiatives to facilitate and coordinate an accelerated approach to 3Rs/waste diversion activities in the GTA; and to cooperate with the upper-tier GTA municipalities in the preparation and review of waste reduction plans.

#### WASTE REDUCTION OFFICE

##### MATERIAL UTILIZATION STRATEGIES SECTION

40 St. Clair Ave. W., 7th Flr.

Toronto M4V 1M2

416-325-4440

The Material Utilization Strategies Section focuses on 3Rs activities that maximize the diversion of solid non-hazardous waste from disposal by: providing a forum for communication among key stakeholders, assisting the development of new uses for secondary materials and providing financial and technical assistance to industrial, commercial and institutional (IC&I) waste generators.

#### WASTE REDUCTION OFFICE

##### MUNICIPAL FUNDING AND DIVERSION ANALYSIS SECTION

40 St. Clair Ave. W., 6th & 7th Flrs.

Toronto M4V 1M2

416-325-4440

The Municipal Funding and Diversion Analysis Section monitors attainment of the provincial waste diversion targets; provides technical outreach to promote compliance with 3Rs programs; develops and operates the **Waste Diversion Information System (WDIS)** in order to monitor waste diversion activities in the industrial, commercial, institutional and municipal sectors. This section is also responsible for the delivery of both **municipal 3Rs**



**waste diversion/waste site funding programs.** Responsibilities include: maintaining a close liaison with municipalities to advise and provide technical and financial support for waste management initiatives; monitoring the progress of 3Rs projects and ensuring compliance with program criteria; maintaining a financial reporting system; and coordinating demonstration projects in the Province that will build on the existing knowledge of the 3Rs infrastructure.

**WASTE REDUCTION OFFICE  
POLICIES AND PROGRAMS SECTION**  
40 St. Clair Ave. W., 7th Flr.  
Toronto M4V 1M2  
416-325-4440

The Policies and Programs Section coordinates the development and implementation of Acts and regulations, government and Ministry policy and guidelines. Programs include: waste audits; mandatory industrial, commercial, institutional (IC&I) and municipal source separation of waste; packaging reduction; and the Green Communities Initiative, aimed at achieving the province's waste reduction, reuse and recycling objectives.

**WASTE REDUCTION OFFICE  
SCRAP TIRE PROJECT**  
40 St. Clair Ave. W., 6th Flr.  
Toronto M4V 1M2  
416-325-4434

The Scrap Tire Project focuses Ministry resources on **scrap tires**. The project team is developing markets, streamlining funding of key projects and establishing a sound scrap tire policy in the Waste Reduction Office to ensure that tires are effectively managed in the Province.

**WASTE REDUCTION OFFICE  
WASTE MANAGEMENT SYSTEM PLANNING SECTION**  
40 St. Clair Ave., 7th Flr.  
Toronto M4V 1M2  
416-325-4440

The Waste Management System Planning Section administers the **Waste Management System Planning Program (WMSP)** including program development and delivery by: monitoring, evaluating and modifying the WMSP program; providing information, advice and guidance to study groups, consultants, municipalities and councils and the public; providing funding/services throughout the development of waste system planning studies; maintaining coordination and liaison between planning studies and the Ministry.

**CORPORATE RESOURCES DIVISION**  
135 St. Clair Ave. W., 15th Flr.  
Toronto M4V 1P5  
416-323-4382

The Corporate Resources Division facilitates the efficient delivery of Ministry programs. The division is responsible for ensuring Ministry compliance with the Provincial government's regulatory and policy framework relating to human resources, financial

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management, audit, Freedom of Information, French language services, information services and budgetary control. The division also exercises a leadership role in providing financial, administrative, information management and research coordination services. It supports protection of the environment by ensuring effective and sensitive staff utilization, and efficient utilization of financial and information resources as the foundation for Ministry programs.

#### ADMINISTRATIVE SERVICES BRANCH

40 St. Clair Ave. W., 8th Flr.  
Toronto M4V 1M2  
416-314-4070

The Administrative Services Branch provides the following corporate services: procurement and assets management, facilities management, telecommunications, records management, fleet management, administrative policy coordination, printing and mail delivery services.

#### EMPLOYMENT EQUITY OFFICE

2 St. Clair Ave. W., 14th Flr.  
Toronto M4V 1L5  
416-323-5160

The Employment Equity program is designed to bring fairness into the workplace by ensuring that there are no barriers which prevent staff from achieving their full potential. The program encompasses the following designated groups; aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

The Employment Equity Office is responsible for the development, coordination and implementation of the strategic aspects of equity, such as program design, monitoring and evaluation processes. It provides close support to its Human Resources Branch on the integration of employment equity principles and initiatives with the human resources planning process and with Ministry human resource policies and practices.

The Employment Equity Office also provides operational support to all line managers and ministry staff related to workforce analysis, impact implications, fund access, discrimination, harassment and accommodation issues.

#### FINANCIAL AND CAPITAL MANAGEMENT BRANCH

135 St. Clair Ave. W., 7th Flr.  
Toronto M4V 1P5  
416-323-4275

The Financial and Capital Management Branch provides financial management and accounting services to facilitate delivery of the Ministry's environmental programs. It is responsible for the coordination and control of the management reporting and financial management of the Ministry's investment in water and sewage works. The latter includes financing terms and costs of operation of provincial water and sewage facilities, special funds, cost sharing agreements and grants administered by the Ministry. The branch collects revenue owing to the province under agreements and contracts, mainly for the provision of **water** and **sewage** service to municipalities.

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### FISCAL PLANNING AND INFORMATION MANAGEMENT BRANCH

135 St. Clair Ave. W., 11th Flr.

Toronto M4V 1P5

416-323-4554

The Fiscal Planning and Information Management Branch supports the Ministry by providing a full range of budgetary and resource management services, coordinating environmental research and technology development programs, coordinating the development of corporate information management objectives and policy and providing liaison services with the Ministry's agencies, boards and committees.

### FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE

40 St. Clair Ave. W., 8th Flr.

Toronto M4V 1M2

416-314-4075

This office is responsible for the implementation and administration of the Freedom of Information and Protection of Privacy Act within the Ministry. It ensures compliance with the act and on behalf of the Ministry, coordinates access to information requests and personal privacy matters.

### FRENCH SERVICES OFFICE

135 St. Clair Ave. W., 7th Flr.

Toronto M4V 1P5

416-323-4594

This office provides guidance and assistance to the Ministry and its agencies on the planning and effective delivery of programs, activities and services in French and serves as a link between the francophone community and the Ministry.

The office also provides translation services, ensures the use of standardized environmental terminology in French and administers a French language training program for employees.

### HUMAN RESOURCES BRANCH

40 St. Clair Ave. W., 5th Flr.

Toronto M4V 1M2

416-314-9300

The Human Resources Branch provides a full range of service and advice to line managers and employees in all matters relating to human resources management including organizational design and development.

The branch is responsible for establishing Ministry human resources policies and procedures including: strategies for renewal; implementing new initiatives to meet employment equity and workplace quality goals; insuring appropriate classification and compensation levels for all employees; staff recruitment; employee counselling; training and development of management and staff; staff relations and occupational health and safety; administration of employee pay and benefits and benefits counselling; youth and special employment programs including the corporate administration of the Ontario Government's **Environmental Youth Corps**.

The Training and Certification Section develops, administers and presents courses on management and **environmental** subjects and classification and **certification** programs based on legislation and/or ministry policy.

#### MANAGEMENT AUDIT BRANCH

40 St. Clair Ave. W., 5th Flr.  
Toronto M4V 1M2  
416-314-9200

The Management Audit Branch is responsible for carrying out a comprehensive program of internal audit by examining and evaluating financial and management controls within the Ministry.

### CORPORATE SERVICES DIVISION

#### BRIEFING SECRETARIAT

135 St. Clair Ave. W., 4th Flr.  
Toronto M4V 1P5  
416-323-4607

The Briefing Secretariat provides the Minister, Parliamentary Assistants and Minister's staff with accurate and timely information, briefings and related materials on daily House, cabinet committees and other current issues.

#### COMMUNICATIONS BRANCH

135 St. Clair Ave. W., 2nd Flr.  
Toronto M4V 1P5  
416-323-4663

The Communications Branch provides the Minister, Deputy Minister and senior management with advice, information and relevant material on communications issues relating to Ministry programs and activities.

It provides the necessary expertise to support and explain Ministry policies and communicate programs to the Ministry's targeted audiences. The branch is also responsible for the development of a corporate communications strategy, production and presentation of all written and graphic communications, on-line response to the media and the support of communication activities with regional operations division.

#### CORPORATE SECRETARIAT

135 St. Clair Ave. W., 4th Flr.  
Toronto M4V 1P5  
416-323-5855

The Corporate Secretariat provides support for senior management in establishing and managing the Ministry's operation agenda of policy and program initiatives. It also provides public consultation support for Ministry programs.



### CORRESPONDENCE AND PUBLIC INQUIRY OFFICE

135 St. Clair Ave. W., 2nd Flr.  
Toronto M4V 1P5  
416-323-5887

The Correspondence and Public Inquiry Office is comprised of two sections; the Minister's Correspondence Unit and the Ministry's Public Information Centre.

The Public Information Centre provides one-window access to general information on Ministry programs and related environmental and energy issues. Staff provide callers with information including copies of Ministry publications, speeches by the Minister and news releases. The Centre has recently introduced an automated public inquiry service that allows callers 24 hour-a-day access to information about environmental and energy issues, phone numbers for branches and regional offices of the Ministry and offers them the ability to order copies of Ministry publications. Location 135 St. Clair Ave. West, Main Floor.

The Minister's Correspondence Unit coordinates correspondence handling in the Ministry. Staff log and route the annual correspondence to appropriate offices, research and write responses requiring the Minister's or Premier's signature, and oversee the approvals process for draft replies. The office is also responsible for managing the Minister's correspondence tracking system which provides the Minister's Office, senior management and Ministry staff with information and reports on the status of replies to the Minister's incoming correspondence. The unit provides a variety of information reports to promote better information sharing. Location 135 St. Clair Ave. West, 4th Floor.

### ENERGY PROGRAMS AND TECHNOLOGY DIVISION

56 Wellesley St. W., 12th Flr.  
Toronto M7A 2B7  
416-327-1212  
1-800-ENERGY 1 (Toll-free)  
Fax 416-327-1249

The Energy Programs and Technology Division encourages the development of **energy** efficient equipment and practices in all sectors of the Ontario economy. The division promotes awareness of energy **technologies**, products and services; maintains expertise; and provides assistance to community groups, government, municipalities, public institutions such as hospitals and schools, industry and the general public.

Management of programs and provision of information is carried out through four operational branches: Energy Efficiency, Industry Programs, Energy Research and Development, and Building Energy Use.

### BUILDING ENERGY USE BRANCH

56 Wellesley St. W., 10th Flr.  
Toronto M7A 2B7  
416-327-2981  
1-800-ENERGY 1 (Toll-free)

The Building Energy Use Branch promotes action by private and public sector clients, to reduce **energy** use and optimize fuel and technology choices in **buildings**.

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The branch provides accurate information, funds demonstrations of technology, coordinates programs based on innovative financing for the public sector and recommends effective regulation of energy use in buildings.

#### ENERGY EFFICIENCY BRANCH

56 Wellesley St. W., 14th Flr.

Toronto M7A 2B7

416-327-1484 Education and Training

416-327-1475 Communities Outreach

416-327-1476 Transportation

416-327-1481 Standards Development

The Energy Efficiency Branch provides service to encourage lasting structural and behavioural/attitudinal change in how **energy** is used in Ontario. The branch develops minimum efficiency standards and regulations for energy consuming appliances and products under the **Energy Efficiency Act**; and delivers education and training initiatives to the public and post secondary education system and private sector. The branch also improves energy efficiency in participating communities through decentralized information and advisory services, energy retrofit assistance to **First Nations**; and advisory, organizational and **Financial assistance** to selected communities. The branch supports the product and market development initiatives of industry related to **Alternative Transportation Fuels** and supports the development of enhanced energy efficiency programs directed to the transportation sector.

#### ENERGY RESEARCH AND DEVELOPMENT BRANCH

56 Wellesley St. W., 11th Flr.

Toronto M7A 2B7

416-327-1255 Enersearch Program

416-327-1253/1256 Technical Information

Fax 416-327-1514

The branch assists Ontario **industry** and the **research** community in developing innovative **energy technologies** which will improve energy efficiency or increase supply options. The **EnerSearch Program** will provide **financial assistance** to projects which are proposed, managed and funded by the private sector. The level of assistance given can be up to 50% of the eligible costs depending upon probable energy impact, degree of technical risk, environmental benefits and industrial development potential. Branch staff can also provide technical advice on emerging energy technologies.

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### INDUSTRY PROGRAMS BRANCH

56 Wellesley St. W., 14th Flr.

Toronto M7A 2B7

416-327-1441 Industrial Energy Services Prog.

416-327-1442 Industrial Process Equip. Demo. Prog.

416-327-1443 Cogeneration Information

416-327-1442 Renewable Energy

416-327-1441 Industrial Retrofits, Grants

416-327-1442 Market Entry Of Energy-eff. Tech.

Fax 416-327-1261

The branch assists Ontario industries in improving their **energy** efficiency performance through programs and advice focusing on energy equipment and process improvements. It provides expert engineering advice and information, and assists the private sector in identifying, assessing, and marketing energy **technologies**. **Grants** are available for feasibility studies, project engineering design and demonstrations and the purchase and installation of energy efficient equipment. Services include energy audits, technology fact sheets and seminars.

### ENVIRONMENTAL PLANNING AND PREVENTION DIVISION

135 St. Clair Ave. W., 14th Flr.

Toronto M4V 1P5

416-323-4320

This office coordinates the activities of the Environmental Assessment Branch and Environmental Planning Branch, described in separate entries.

### ENVIRONMENTAL ASSESSMENT BRANCH

250 Davisville Ave., 5th Flr.

Toronto M4S 1H2

416-440-3450

Fax 416-440-3771

This branch coordinates the development and administration of the **Environmental Assessment Act** and its regulations. Organizations subject to the Act (e.g., municipalities, provincial ministries and agencies, conservation authorities) to consult with affected interest groups and submit **environmental assessments** of proposed projects, indicating the rationale for selecting a preferred alternative from a range of alternatives. The branch coordinates reviews of each environmental assessment to inform and advise decision makers, proponents and the public on the acceptability and approvability of the project. Public records containing the environmental assessment and its review are maintained in the branch and made available to the public. The branch provides advice on requirements of the Environmental Assessment Act, as well as, opinions on the status of related projects.

The branch is currently developing and implementing reforms to the environmental assessment program including regulations, guidelines, and policies.

ENVIRONMENTAL PLANNING BRANCH  
 DIVISIONAL INFORMATION SYSTEMS SUPPORT UNIT  
 250 Davisville Ave., 3rd Flr.  
 Toronto M4S 1H2  
 416-440-3487

The Divisional Information Systems Support Unit provides electronic systems and information technology support to the Environmental Assessment Branch, Approvals Branch and Environmental Planning Branch.

ENVIRONMENTAL PLANNING BRANCH  
 ENVIRONMENTAL ASSESSMENT AND SPECIAL PROJECTS UNIT  
 250 Davisville Ave., 3rd Flr.  
 Toronto M4S 1H2  
 416-440-3487

The Environmental Assessment and Special Projects Unit coordinates responses to provincial initiatives on environmental planning, coordinates the Ministry's technical review of projects subject to the Environmental Assessment Act as input to the government review. This unit is also responsible for the undertaking of special projects as they arise.

ENVIRONMENTAL PLANNING BRANCH  
 LAND USE PLANNING UNIT  
 250 Davisville Ave., 3rd Flr.  
 Toronto M4S 1H2  
 416-440-3739

The Land Use Planning Unit advises other government agencies and the private sector on **environmental** and **land use planning**. Responsibilities include preparing policies and advisory guidelines; liaising with professional groups, municipalities and the private sector; serving as a resource and providing support for the delivery of the Ministry's land use plan review program; and, ensuring the Ministry's mandate is addressed in the larger planning system.

ENVIRONMENTAL PLANNING BRANCH  
 NIAGARA ESCARPMENT PLANNING UNIT  
 250 Davisville Ave., 3rd Flr.  
 Toronto M4S 1H2  
 416-440-6997

The Niagara Escarpment Planning Unit is responsible for the Ministry's Niagara Escarpment program which includes the Niagara Escarpment Planning and Development Act, the Niagara Escarpment Plan and the Niagara Escarpment Commission.

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## ENVIRONMENTAL SCIENCES AND STANDARDS DIVISION

135 St. Clair Ave. W., 14th Flr.

Toronto M4V 1P5

416-323-4358

Fax 416-323-4396

The Environmental Sciences and Standards Division provides scientific, technical, and laboratory support services, and develops programs and policies dealing with waste management, air resources, water resources, hazardous contaminants, pesticides, the Environmental Bill of Rights and pollution prevention.

This division is also responsible for incorporating a multi-media perspective within standard-setting and program design.

This division provides these services and programs, through its five branches and one office: Environmental Bill of Rights Office, Science and Technology Branch, Environmental Monitoring and Reporting Branch, Laboratory Services Branch, Standards Development Branch and Program Development and Support Branch.

### AIR RESOURCES BRANCH

#### AIR QUALITY AND METEOROLOGY SECTION

125 Resources Rd., E. Wing

Etobicoke M9P 3V6

416-235-5765

The Air Quality and Meteorology Section compiles air quality **statistics** from the monitoring instruments across Ontario, and prepares reports to assist regional offices in controlling emissions. The **Air Quality Index** (235-5781; toll-free 1-800-387-7768), which informs the public about air quality in Ontario cities, is produced by the section. It also provides assistance in modelling, emissions, inventories and setting **air** quality objectives and emission standards.

### AIR RESOURCES BRANCH

#### ATMOSPHERIC RESEARCH AND SPECIAL PROGRAMS SECTION

125 Resources Rd., West Wing

Etobicoke M9P 3V6

416-235-6300

The Atmospheric Research and Special Programs Section conducts mobile air **surveys**, performs atmospheric chemistry **research** and operates the provincial deposition monitoring program for **acid rain** and persistent toxic substances. The section also coordinates the air-related research **grants** and environmental technology fund programs. It also coordinates the urban monitoring network for volatile and semivolatile toxic organic substances, dioxins, furans, and urban toxics special studies, notably the "Cities of 90's" Studies.

**AIR RESOURCES BRANCH**

**EMISSION TECHNOLOGY AND REGULATION DEVELOPMENT SECTION**

125 Resources Rd., West Wing

Etobicoke M9P 3V6

416-235-6300

Emission Technology and Regulation Development (ETRD) develops and maintains expertise on new and existing processes and **air** pollution control methodologies. It also develops control technology policies and guidelines, industrial sectors codes and provides engineering advisory services to other branches and regions as required for program delivery.

The section approves and witnesses source testing programs to ensure compliance with regulation 346 under the **Environmental Protection Act**. ETRD conducts Continuous Emission Monitoring of industrial sources, and develops and revises the **Ontario Source Testing Code**, guidelines and procedures.

ETRD reviews air quality aspects of **environmental assessment** and **land** use changes.

ETRD develops and monitors the enforcement of regulations and standards regarding vehicle emissions and transportation fuels. Inspection and emission tests of **vehicles** are performed to check compliance with regulation 358 under the Environmental Protection Act.

**AIR RESOURCES BRANCH**

**STRATEGIC ISSUES AND PROGRAM DEVELOPMENT SECTION**

2 St. Clair Ave. W., 8th Flr.

Toronto M4V 1L5

416-323-5060

Fax 416-323-5006

Strategic Issues and Program Development Section (SIPD) is responsible for the development of an approach to respond to air issues in an integrated and comprehensive manner. This section identifies and assesses current and emerging air issues (e.g. photochemical smog, acid rain, etc.) and leads development of specific Ministry programs to address these issues. Various forms of pollutant control and different policy options for achieving that control are explored with emphasis on pollution prevention.

125 Resources Rd.

Etobicoke M9P 3V6

416-235-6300

Fax 416-235-6235

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## ENVIRONMENTAL BILL OF RIGHTS OFFICE

135 St. Clair Ave. W., 5th Flr.

Toronto M4V 1P5

416-323-4574

Fax 416-323-4437

The purpose the Environmental Bill of Rights Office (EBRO) is to establish and implement procedures to enable the Ministry to fulfil its obligations under the Environmental Bill of Rights, facilitate the government-wide implementation of the Bill, establish the Office of the Environmental Commissioner; render operational a publicly accessible electronic registry and make provisions for the training of Ministry staff.

## HAZARDOUS CONTAMINANTS BRANCH

2 St. Clair Ave. W., 12th Flr.

Toronto M4V 1L5

416-323-5095

This branch assesses the significance of hazardous **contaminants**, and establishes **standards** for their control. The branch plays a lead role in ensuring that the terrestrial ecosystems of Ontario are protected from the effects of air and soil-borne contaminants. The branch also administers the **Pesticides Act** and Regulations.

## HAZARDOUS CONTAMINANTS BRANCH

### PESTICIDES SECTION

2 St. Clair Ave. W., 12th Flr.

Toronto M4V 1L5

416-323-5095

This section provides technical support to the **Pesticides Management Program** and the Ontario **Pesticides Advisory Committee**, and administers the regulations that govern the sale, use, transportation, storage and disposal of **pesticides** in Ontario.

## HAZARDOUS CONTAMINANTS BRANCH

### PHYTOTOXICOLOGY SECTION

100 Farmhouse Crt.

Brampton L6V 3N2

905-456-2504

Fax 905-456-1003

### Mailing Address

2 St. Clair Ave. W., 12th Flr.

Toronto M4V 1L5

The Phytotoxicology Section investigates complaints and conducts assessment surveys in the vicinity of pollution sources. Information about **air pollution's** effects on **soils** and **vegetation** (**forests, agricultural crops, ornamental plants**) throughout Ontario is gathered for environmental management purposes. The section provides complainants and Ministry regional and district offices with technical reports about alleged sources of pollution for use in negotiating vegetation and soil contamination damage claims. Experiments are conducted in controlled environment facilities to help formulate air and soil quality criteria

and standards. The section **researches** the effects of acidic precipitation (e.g., **acid rain**) on terrestrial systems. The section also assists in the development of air quality standards for use in approvals and compliance evaluations.

#### HAZARDOUS CONTAMINANTS BRANCH STANDARDS DEVELOPMENT SECTION

2 St. Clair Ave. W., 12th Flr.

Toronto M4V 1L5

416-323-5095

This section consists of four units: Risk Identification, Risk Assessment, Risk Management and Biotechnology. Expert advice on environmental toxicology, level of hazardous substances, environmental fate and biotechnology issues are provided to client groups and other Ministry of Environment and Energy branches and regions by the following units.

The Risk Identification Unit is responsible for maintaining an information base on substances found in the environment and determining the level of hazard associated with these substances.

The Risk Assessment Unit is responsible for developing the scientific basis for environmental standards for selected high priority **contaminants**.

The Risk Management Unit is responsible for incorporating socioeconomic and other practical considerations into environmental standards and for special projects.

The Biotechnology Unit is responsible for developing a policy for the regulation of biotechnology products and for the assessment of these products.

#### LABORATORY SERVICES BRANCH

125 Resources Rd.

Etobicoke M9P 3V6

416-235-5743

Fax 416-235-5744

The Laboratory Services Branch provides analytical support for the Ministry's **environmental assessments** and environmental regulatory programs. It participates in planning programs, assists in data interpretation, updates analytical methods, and develops procedures for measuring new environmental pollutants. The branch participates in environmental **research** projects aimed at clarifying the interaction of atmospheric and aquatic pollutants with the environment and their effect on human **health**. The technical **library** located on Resources Rd. (235-5751) is open from 8:00am to 4:00pm Monday to Friday. It provides technical information on environment-related matters to Ministry staff and members of the public, and consists of textbooks, journals and Ministry documents. The Central **Laboratory** in Toronto provides technical guidance to the regional laboratories in Thunder Bay, London and Kingston in terms of quality assurance, method development and technology transfer. The locations of the regional laboratories are listed below.



Southeastern Regional Laboratory  
c/o Kingston Regional Office  
133 Dalton Ave.  
**Kingston K7K 6C2**  
613-549-4000  
Fax 613-548-6908

Southwestern Regional Laboratory  
c/o London Regional Office  
985 Adelaide St. S.  
**London N6E 1V3**  
519-661-2266  
Fax 519-661-1742

Northwestern Regional Laboratory  
421 James St. S.  
**Thunder Bay P7E 2V4**  
807-475-1755  
Fax 807-475-1756

#### **POLLUTION PREVENTION OFFICE**

2 St. Clair Ave. W., 12th Flr.  
Toronto M4V 1L5  
416-323-5071

The Pollution Prevention Office is responsible for the development of the Ministry's pollution prevention strategy and for ensuring that policies and programs promote and permit the adoption of pollution prevention concepts and principles. It coordinates pollution prevention initiatives and voluntary pollution prevention partnerships; assists in integrating pollution prevention into existing government activities and programs; establishes outreach, educational and training programs which encourage use of pollution prevention as the preferred means of achieving environmental priorities; and leads the transformation of all ministry activities to a full multi-media and ecosystem approach. The office administers the **Pollution Prevention Pledge Program (P4)**.

#### **WASTE MANAGEMENT BRANCH POLICY DEVELOPMENT SECTION**

2 St. Clair Ave. W., 14th Flr.  
Toronto M4V 1L5  
416-323-5200  
1-800-268-4483 (Toll-free)  
Fax 416-323-5031

This branch coordinates programs concerned with the management of industrial and municipal wastes. The Policy Development Section deals with general waste management policy, **pollution** by municipalities and **industry**, including **hazardous waste**, industrial sludges and pretreatment residues, liquid industrial wastes and their treatment and disposition at waste management facilities. Related federal-provincial activities are coordinated by the section. It also provides technical support for industrial and municipal **waste** management, hazardous and liquid industrial waste diversion, and develops and recommends waste management legislation, regulations, policies and other technical programs. Complaints about related pollution should be directed to regional or district offices, listed under Ministry of the Environment, Regional Operations Division.

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WASTE MANAGEMENT BRANCH  
 POLICY IMPLEMENTATION AND SUPPORT SECTION  
 2 St. Clair Ave. W., 12A Flr.  
 Toronto M4V 1L5  
 416-323-5200  
 1-800-268-4483 (Toll-free)  
 Fax 416-323-5031

This section deals with implementation of policy and programs for special **wastes**, such as **PCBs**, biomedical, and asbestos wastes, including handling, transportation, processing, storage, disposal and incineration. Decommissioning and soil clean-up policies are also developed by this section. Responsibilities include developing and revising regulations, policies, standards, guidelines and criteria; supporting regional compliance activities by assisting in the investigation, assessment and operation of special waste sites; reviewing applications for listing/delisting of specific wastes; administering and maintaining the generator **registration** program for the management of liquid industrial and hazardous waste and the manifest program under regulation 347; preparing reports on waste generators, manifest information; and coordinating the branch's computer and electronic data processing needs.

This section is responsible for the administration of the **Industrial Waste Diversion Funding Program**. This program provides financial grants for projects that divert waste from landfill and incineration.

WASTE MANAGEMENT BRANCH  
 SCIENCE AND ENGINEERING SECTION  
 2 St. Clair Ave. W., 12A Flr.  
 Toronto M4V 1L5  
 416-323-5200  
 1-800-268-4483 (Toll-free)  
 Fax 416-323-5031

This section conducts research and develops **technology** for the treatment and safe disposal of **municipal** and **industrial** wastes (including **hazardous wastes**) through high temperature incineration, physical/chemical treatment, biological treatment, solidification, etc. The section also develops technology and produces guidelines for the design, siting and operation of **landfills**; evaluates complex hydrogeological studies on new landfill proposals; and provides hydrogeological expertise in the investigation of problem **waste** sites.

WATER RESOURCES BRANCH  
 CANADA-ONTARIO AGREEMENT REVIEW BOARD  
 REMEDIAL ACTION PLAN STEERING COMMITTEE  
 c/o Great Lakes Section  
 40 St. Clair Ave. W., 12th Flr.  
 Toronto M4V 1K6  
 416-314-7973

This provincial/federal steering committee reports to the Canada-Ontario Agreement (COA) Review Board. The committee coordinates the preparation of 17 Remedial Action Plans; ensures the compatibility of public involvement; manages financial resources required by

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individual **Remedial Action Plan (RAP)** teams, and provides policy direction, advice and support to RAP teams in program planning and delivery. This steering committee consists of members of the Ministry of the Environment and Energy, Environment Canada and the Fisheries and Oceans Canada.

#### WATER RESOURCES BRANCH

##### DRINKING WATER SECTION

40 St. Clair Ave. W., 14th Flr.

Toronto M4V 1M2

416-314-4140

The Drinking Water Section's plans, policies and strategies focus on the provision of safe **drinking water**. A municipal water quality data base is maintained, and technical advice and support are provided on all aspects of drinking water treatment and distribution, and groundwater quality and quantity management. The section initiates, develops, evaluates and implements drinking water and ground water management **research** programs. Through the preparation of reports, technical papers, presentations and participation in the Ministry's Training and Certification Program, the section keeps Ministry staff, other agencies and the public informed about drinking water and ground water management technology. The section also coordinates the Ministry's well regulation program and issues **water well** contractors' and technicians' **licences**.

#### WATER RESOURCES BRANCH

##### GREAT LAKES SECTION

40 St. Clair Ave. W., 12th Flr.

Toronto M4V 1M2

416-314-4140

The Great Lakes Section provides surveillance, investigations and assessments of nearshore areas, embayments, harbours and connecting channels of the **Great Lakes**. Activities include: examining the effect of pollutant inputs on biological, chemical and physical processes; determining **water** use suitability and interference and investigating trends toward improvement or degradation; warning of emerging problems; recommending abatement measures for the correction of existing problems and prevention of further degradation; developing and assessing the effectiveness of remedial action plans for areas of concern and whole lakes; fulfilling the Canada/Ontario Agreement's requirements for surveillance data and remedial action plans; and reporting to the public and the International Joint Commission progress towards the Canada/U.S. Water Quality Agreement's objectives. The section also coordinates Ministry activities related to the Great Lakes Remedial Action Plan (RAP) Program, the Lake Ontario Toxics Management Plan and other lakewide management plan initiatives.

**WATER RESOURCES BRANCH  
LIMNOLOGY SECTION**

Bellwood Acres Rd.  
P. O. Box 39  
Dorset P0A 1E0  
705-766-2412

The Limnology Section at (Dorset) studies the effects of **contaminants** (including strong acids and metals) on water systems, and assesses interaction between earth and water systems. Predictive models are developed to relate man-made stresses to present and future aquatic conditions. **Water** quality studies are carried out on inland lakes to aid in the development of management plans and to provide a basis for implementing waste source controls and rehabilitation strategies.

The Limnology Section at (Rexdale) carries out **industrial** effluent toxicity testing. Other procedures are used to assess acute and chronic, lethal and sublethal effects of toxic substances and effluents on aquatic organisms.

Staff also investigate causes and methods of control of algae and macrophyte problems in lakes. Long-term changes in nutrients and phytoplankton of the Great Lakes and other inland lakes are measured by low-cost monitoring at municipal water treatment plants. The effects of contaminants on phytoplankton and the uptake of contaminants in filamentous algae are also measured in the Great Lakes and inland lakes.

125 Resources Rd.  
**Etobicoke** M9P 3V6  
416-235-5792

**WATER RESOURCES BRANCH  
MANAGEMENT SERVICES AND TECHNICAL CONSULTING SECTION**

40 St. Clair Ave. W., 12th Flr.  
Toronto M4V 1M2  
416-314-4140

This section performs budgetary, operational planning, administrative, financial and human resources services functions of the branch. It provides corporate information support; coordinates branch computer systems and Geographic Information Systems (GIS) development. The office also coordinates Water Resources Branch's environmental assessment reviews and provides project management training and assistance with the application of software for major branch programs.

**WATER RESOURCES BRANCH  
MUNICIPAL-INDUSTRIAL STRATEGY ABATEMENT OFFICE**

40 St. Clair Ave. W., 10th Flr.  
Toronto M4V 1M2  
416-314-3930

The Municipal-Industrial Strategy Abatement (**MISA**) Office is responsible for the overall program direction of the industrial and municipal programs and data management functions for the MISA Program.

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WATER RESOURCES BRANCH  
MUNICIPAL-INDUSTRIAL STRATEGY ABATEMENT OFFICE  
DATA MANAGEMENT UNIT  
40 St. Clair Ave. W., 10th Flr.  
Toronto M4V 1M2  
416-314-4140

The Data Management Unit prepares reports on effluent monitoring data pertaining to pollutants discharged from municipalities and industries, and coordinates data management functions for the Municipal Industrial Strategy Abatement (MISA) program.

WATER RESOURCES BRANCH  
MUNICIPAL-INDUSTRIAL STRATEGY ABATEMENT OFFICE  
INDUSTRIAL SECTION  
40 St. Clair Ave. W., 10th Flr.  
Toronto M4V 1M2  
416-314-7888

This section deals with the protection of receiving waters from direct industrial point sources discharges. **Pollution control** strategies, policies, plans, regulations, and guidelines are developed. The section also maintains information databases on **industrial** process technologies, **wastewater** treatment technologies discharge levels of pollutants and control requirements of other jurisdictions.

WATER RESOURCES BRANCH  
MUNICIPAL-INDUSTRIAL STRATEGY ABATEMENT OFFICE  
MUNICIPAL SECTION  
40 St. Clair Ave. W., 9th Flr.  
Toronto M4V 1M2  
416-314-3880

This section provides for the protection of receiving waters from **municipal** point sources and urban and rural non-point sources of **wastewater** and stormwater discharges. **Pollution control** regulations, programs, policies, plans, guidelines and strategies are developed. The section also maintains information databases on wastewater treatment plants, municipal sewer use programs and pollution control planning activities. Specific activities include: wastewater treatment, **sewer** use control, stormwater/combined sewer overflow management, pollution control planning, urban beaches and technical advisory services. The section assesses and audits program effectiveness and administers province-wide funding activities.

WATER RESOURCES BRANCH  
WATERSHED MANAGEMENT SECTION  
40 St. Clair Ave. W., 11th Flr.  
Toronto M4V 1M2  
416-323-4867

The Watershed Management Section includes the Urban Rivers and Point Sources Unit, the Hydrology and Monitoring Networks Unit, the Bioassessment Unit, the Biohazards Unit and the Agricultural Programs Unit. Impact assessment of municipal and industrial point sources, urban and rural diffuse runoff on rivers is undertaken. Abatement and control

strategies are developed and evaluated on a watershed and subwatershed basis. The section also participates in the development and technology transfer of predictive modelling techniques and provides guidance on integrated watershed planning approaches for the protection and enhancement of river quality.

Provincial Water Quality and Quantity Monitoring databases, which encompass a broad range of water quality indicators and flow information of over 700 sampling sites, are maintained and made available to the Ministry and the public for specific inquiries.

The Bioassessment and Biohazards Units operate programs to set Provincial Water Quality Objectives and Sediment Quality Guidelines. This unit also runs the **contaminant** in **Sportfish Program** resulting in the **publication** of the "**Guide to Eating Ontario Sportfish**", other related biomonitoring programs and studies to assess the genotoxic hazards of discharges to the aquatic environment; measures sources and environmental pools of pollutants which are bioavailable and accumulate in aquatic organisms.

**The Clean Up Rural Beaches (CURB)** program is a 10 year, 6 million per year **Water Quality Improvement Program** being administered by the section. The CURB committees review rural residents' water quality improvement plans and projects for funding presented by Conservation Authorities, Ministry of the Environment, Ministry of Agriculture & Food, Health Office and the Ontario Soil and Crop Improvement Association.

## **GREEN INDUSTRY OFFICE**

56 Wellesley St. W., 10th Flr.  
Toronto M7A 2B7  
416-327-2984 Public Inquiries

Environment Business Development Unit  
135 St. Clair Ave. W., 5th Flr.  
Toronto M4V 1P5  
416-323-4452 Public Inquiries

The Green Industry Office works with industry, community groups, labour and environmental organizations to develop policies and programs which advance Ontario's green industries. Within the Green Industry Office, The Environment Business Development Unit provides support and assistance for companies supplying green products, services and technologies.

## **POLICY DIVISION**

135 St. Clair Ave. W., 14th Flr.  
Toronto M4V 1P5  
416-323-4343

The Policy Division provides a structure to identify strategic issues; to coordinate policy development; and to coordinate and integrate action by the Ministry and other governments, nationally and internationally.

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#### ABORIGINAL AFFAIRS OFFICE

56 Wellesley St. W., 12th Flr.  
Toronto M7A 2B7  
416-327-1351

The Aboriginal Affairs Office is responsible for coordinating environment and energy policies and developments affecting native peoples.

#### CONSERVATION AND RENEWABLES SECTION

56 Wellesley St. W., 14th Flr.  
Toronto M7A 2B7  
416-327-1461  
Fax 416-327-1511

The Conservation and Renewables Section provides advice on the environmental, economic, social, financial and technical factors that relate to the use of **energy**. The section helps develop policies that are aimed at making Ontario more energy efficient. The section works with other Ministries to improve energy efficiency through legislation such as the Ontario Building Code's provisions. The section develops policy advice on strategic issues related to energy use such as climate change, renewable energy, and energy regulation.

#### ECONOMIC SERVICES BRANCH

56 Wellesley St. W., 11th Flr.  
Toronto M7A 2B7  
416-327-1400  
Fax 416-327-1511

The Economic Services Branch develops and applies economic tools and principles to environmental and energy policy issues. It undertakes strategic studies concerning use of economic analysis and advice for Ministry programs, and conducts financial, economic and cost-effectiveness assessments.

#### ENERGY, LIAISON AND PLANNING BRANCH

56 Wellesley St. W., 11th Flr.  
Toronto M7A 2B7  
416-327-1384 Oil and Gas  
416-327-1416 Electricity  
Fax 416-327-1511

The Energy, Liaison and Planning Branch provides analyses and advice on issues relating to the supply, distribution and pricing of **crude oil**, **petroleum** products, **petrochemicals** and **natural gas**. The branch provides analyses and advice on the generation and pricing of **electricity**, and its distribution by Ontario Hydro, municipal utilities and the private sector. The branch also represents Ontario's interests before the federal government, other jurisdictions, and regulatory hearings. It is responsible for the maintenance of the provincial contingency plan for a possible future oil shortage.

The branch also provides advice on the environmental, economic, social, technical and financial matters related to energy use and helps to develop policies aimed at improving energy efficiency and the development of renewable energy technologies. The branch is also responsible for advice on the regulation and structure of energy markets and for liaison with stakeholders in the energy area - energy suppliers, consumers and interest groups.

This branch includes the following sections: Electricity Operations and Planning; Oil and Gas Liaison; and Conservation and Renewables.

#### INTERGOVERNMENTAL RELATIONS OFFICE

2 St. Clair Ave. W., 12th Flr.

Toronto M4V 1L5

416-323-5126

Fax 416-323-5065

This office is responsible for coordination and liaison in the development of interjurisdictional **environmental** policies and programs.

#### POLICY DEVELOPMENT BRANCH

135 St. Clair Ave. W., 8th Flr.

Toronto M4V 1P5

416-323-4444

The Policy Development Branch is responsible for the coordination, development and maintenance of corporate policy; strategic planning and priority setting; liaison with Cabinet Office and other ministries on Cabinet submissions developed by the Ministry. The branch is also responsible for the development of key environment and energy policies in response to government-wide and corporate priorities.

#### REGIONAL OPERATIONS DIVISION

135 St. Clair Ave. W., 14th Flr.

Toronto M4V 1P5

416-323-4380

Fax 416-323-4615

The Regional Operations Division delivers all Ministry services to municipalities, individuals and corporations through a provincial network of district offices. Also included in this division are the Spills Action Centre, Investigations and Enforcement Branch and the Approvals Branch.

Through the district offices, abatement activities regulate and control the amount of **pollutants** emitted by **industries**, **municipalities** and individuals. This is achieved through the inspection of: water, sewage, and **waste** water treatment works, air pollution control devices, waste management facilities such as PCBs (Polychlorinated Biphenyls), recycling and landfill sites. The district offices also respond to public enquiries and complaints.

The regional offices are organized into three sections, each headed by a regional manager.

The Utility Operations Section manages and operates **water** and **sewage** treatment plants both provincially owned and on behalf of municipalities.

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The Technical Assessment Section monitors, and analyses specific projects and the surrounding **air, land** and water conditions. It conducts special **environmental research surveys** and issues **Certificates of Approval for Waste Management Systems** under the Environmental Protection Act, **Permits to Take Water** under the Water Resources Act and **licences** under the Pesticides Act. This section operates **laboratories** in three regions to respond quickly to local issues.

The Administrative Services Section is responsible for activities such as purchasing, budget management, staffing and accommodations issues.

The Investigations and Enforcement Branch investigates and lays charges against those suspected of violations of pollution control legislation. This branch has staff in each district and regional office.

The Ministry's field offices are listed below. For toll-free service, ask the operator for Zenith 33220.

### CENTRAL REGION

Halton-Peel District Office  
1235 Trafalgar Rd., Ste. 401  
**Oakville** L6H 3P1  
905-844-5747  
Fax 905-842-1750

Regional & Toronto East District Office &  
Toronto West District Office &  
York-Durham District Office  
7 Overlea Blvd., 4th Flr.  
**Toronto** M4H 1A8  
416-424-3000  
Fax 416-963-2935

### MID-ONTARIO REGION

Barrie District Office  
12 Fairview Rd.  
**Barrie** K4N 4P3  
705-726-1730  
Fax 705-726-5100

Parry Sound Sub-Office  
74 Church St.  
**Parry Sound** P2A 1Z1  
705-746-2139  
Fax 705-746-2011

Muskoka-Haliburton District Office  
483 Bethune Dr.  
**Gravenhurst** P0C 1G0  
705-687-6647  
Fax 705-687-3715

Regional & Sudbury District Office  
199 Larch St., 11th Flr.  
**Sudbury** P3E 5P9  
705-675-4501  
Fax 705-675-4180

North Bay District Office  
1500 Fisher St.  
Northgate Plaza  
**North Bay** P1B 2H3  
705-476-1001  
Fax 705-476-0207

## NORTHERN ONTARIO REGION

Kenora District Office  
P. O. Box 5150  
808 Robertson St.  
**Kenora** P9N 1X9  
807-468-2718  
Fax 807-468-2735

Sault Ste. Marie District Office  
445 Albert St. E.  
**Sault Ste. Marie** P6A 2J9  
705-949-4640  
Fax 705-945-6868

Regional & Thunder Bay District Office  
P. O. Box 5000  
435 James St. S., 3rd Flr.  
**Thunder Bay** P7C 5G6  
807-475-1205 Regional Office  
807-475-1315 District Office  
Fax 807-475-1754

Timmins District Office  
83 Algonquin Blvd. W.  
**Timmins** P4N 2R4  
705-268-3222  
Fax 705-264-7336

## SOUTHEASTERN REGION

Belleville Sub-Office  
Belleville Plaza  
470 Dundas St. E.  
**Belleville** K8N 1G1  
613-962-9208  
Fax 613-962-6809

Cornwall District Office  
205 Amelia St.  
**Cornwall** K6H 3P3  
613-933-7402  
Fax 613-933-6402

Regional & Kingston District Office  
133 Dalton Ave.  
P. O. Box 820  
**Kingston** K7L 4X6  
613-549-4000  
Fax 613-548-6908

Ottawa District Office  
2435 Holly Lane  
**Ottawa** K1V 7P2  
613-521-3450  
Fax 613-521-5437

Pembroke Sub-Office  
1000 MacKay St.  
**Pembroke** K8B 1A3  
613-732-3643  
Fax 613-732-2668

Peterborough District Office  
139 George St. N.  
**Peterborough** K9J 3G6  
705-743-2972  
Fax 705-748-4192

## SOUTHWESTERN REGION

Chatham Sub-Office  
c/o Ministry of Agriculture & Food  
435 Grand Ave. W.  
P. O. Box 726  
**Chatham** N7M 5L1  
519-354-9434

Clinton Sub Office  
c/o Ministry of Agriculture & Food  
20 King St.  
P. O. Box 688  
**Clinton** N0M 1L0  
519-482-3428

Regional & London District Office  
985 Adelaide St. S.  
**London** N6E 1V3  
519-661-2200  
Fax 519-661-1742

Owen Sound District Office  
1180-20th St. E.  
**Owen Sound** N4K 6H6  
519-371-2901  
Fax 519-371-2905

Sarnia District Office  
265 Front St. N., Ste. 109  
**Sarnia** N7T 7X1  
519-336-4030  
Fax 519-336-4280

Windsor District Office  
250 Windsor Ave., 6th Flr.  
**Windsor** N9A 6V9  
519-254-2546  
Fax 519-254-5894

## WEST-CENTRAL REGION

Cambridge District Office  
320 Pinebush Rd.  
P. O. Box 219  
**Cambridge** N1R 5T8  
519-622-8121  
Fax 519-622-3119

Regional & Hamilton District Office  
Ontario Government Bldg.  
119 King St. W., 12th Flr.  
P. O. Box 2112  
**Hamilton** L8N 3Z9  
905-521-7640  
Fax 905-521-1601

Welland District Office  
637-641 Niagara St. N.  
**Welland** L3C 1L9  
905-384-9845

## REGIONAL OPERATIONS DIVISION

APPROVALS BRANCH  
ADMINISTRATION SECTION  
250 Davisville Ave., 3rd Flr.  
Toronto M4S 1H2  
416-440-3713

This section provides administrative support services to the branch.

The section issues licences to installers of **septic systems** and haulers of sludge/sewage from septic tanks/holding tanks. Applicants should initially contact the regional and district offices listed under Ministry of Environment and Energy, Regional Operations Division.

The Pesticides Licensing Unit issues exterminator, operator and vendor **licences** for the sale and use of **pesticides**.

REGIONAL OPERATIONS DIVISION  
APPROVALS BRANCH  
INDUSTRIAL APPROVALS SECTION  
250 Davisville Ave., 3rd Flr.  
Toronto M4S 1H2  
416-440-3713

This section processes applications for certificates of approval submitted by the industrial and commercial sectors for the establishment or modification of **industrial** liquid effluent treatment works, sources of air contaminants including noise, solid and liquid **waste** treatment and disposal facilities and waste management systems, as required by the Ontario Water Resources Act and/or the Environmental Protection Act. The section also coordinates the Ministry's technical reviews of proposals submitted to the Minister under the **Environmental Assessment Act**. The section also develops provincial criteria for noise and vibration. Assists regional and district offices by evaluating the relationship between new or existing land use and **noise** or vibration impact.

REGIONAL OPERATIONS DIVISION  
APPROVALS BRANCH  
MUNICIPAL APPROVALS SECTION  
250 Davisville Ave., 3rd Flr.  
Toronto M4S 1H2  
416-440-3713

This section processes applications for certificates of approval submitted by the municipal and private sectors for the establishment or modification of **water** and **sewage** works, including water distribution systems, water storage facilities, potable water supplies, sanitary and storm sewers, storm water management work, sewage pumping stations, force mains and sewage treatment works, as required by the Ontario Water Resources Act.

On-Site Sewage System Unit provides guidance to Municipal Health Units and MOEE Regional District Offices in issuing approvals for sewage systems under Part VIII of the Environmental Protection Act. This unit also develops policy related to on-site sewage.

DETROIT, ST. CLAIR, ST. MARYS RIVERS PROJECT  
242A Indian Rd. S., Rm. 203  
Sarnia N7T 3W4  
519-383-1300

The office plans and coordinates special projects related to the Ministry's activities for future abatement, assessment and monitoring of the Detroit, St. Clair and St. Marys Rivers and Lake St. Clair. It also coordinates the preparation of Binational Remedial Action Plans being developed for the Detroit, St. Clair and St. Marys Rivers.

For further information, contact the project coordinator at the above address.

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INVESTIGATIONS AND ENFORCEMENT BRANCH

250 Davisville Ave., 5th Flr.

Toronto M4S 1H2

416-440-3510

Fax 416-440-3539

The Investigations and Enforcement Branch is vested with the responsibility for all aspects of environmental enforcement within the Ministry. This mandate encompasses the enforcement of the **Environmental Protection Act**, **Ontario Water Resources Act**, **Environmental Assessment Act** and **Pesticides Act**. The branch complements the abatement and control activities of the Regional Operations Division through effective investigation and enforcement activity.

Regional Offices are listed below.

West Central Region

119 King St. W., 9th Flr.

P. O. Box 2112

**Hamilton** L8N 3Z9

905-521-7660

Southeast Region

133 Dalton St.

P. O. Box 820

**Kingston** K7L 4X6

613-549-4000 or 546-1705

Southwest Region

985 Adelaide St. S.

**London** N6E 1V3

519-661-2200

Mid-Ontario Region

199 Larch St., 11th Flr.

**Sudbury** P3E 5P9

705-675-4501

Northern Region

435 James St. S., 3rd Flr.

P. O. Box 5000

**Thunder Bay** P7C 5G6

807-475-1205

Central Region

7 Overlea Blvd., 5th Flr.

**Toronto** M4H 1A8

416-424-3000

NIAGARA RIVER IMPROVEMENT TEAM

119 King St. W., 12th Flr.

P.O. Box 2112

**Hamilton** L8N 3Z9

905-521-7650

The Niagara River Improvement Team focuses on the Ministry's efforts to clean up the Niagara River and liaises with other governments on this matter.

The Team is responsible for Ontario's participation in the Niagara River Toxics Management Plan, a four government project to reduce toxic **pollutants** in the river by 50% by 1996. It monitors and reports on Canadian pollution discharges, assesses the environmental effects of **waste** disposal on both sides of the border, and is responsible for the preparation of the Remedial Action Plan for the Ontario side of the river.

For further information, contact the Niagara River Coordinator at the above address.

**SPILLS ACTION CENTRE**

7 Overlea Blvd., 5th Flr.

Toronto M4H 1A8

416-325-3000

1-800-268-6060 (Toll-free)

The Spills Action Centre, staffed daily on a 24-hour basis, receives and records province-wide reports of spills as per legislated reporting requirements, and coordinates emergency response. The centre also deals with other **environmental emergencies** after regular office hours.

The **Contingency Planning Office** promotes planning by industries, municipalities, and federal and provincial agencies to control **pollution** caused by emergency spills of contaminants. The office also provides guidance pertaining to Part X (**Spills Bill**) of the **Environmental Protection Act R.S.O. 1990**.

**AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Environment and Energy are listed below. Contact the information or communications branch for unlisted agencies.

**ADVISORY COMMITTEE ON ENVIRONMENTAL STANDARDS**

40 St. Clair Ave. W., 4th Flr.

Toronto M4V 1M2

416-314-9265

Fax 416-314-9270

Mailing Address:

135 St. Clair Ave. W., Ste. 100

Toronto M4V 1P5

The Committee was established in May, 1990, to advise the Minister of Environment and Energy on standards for environmental contaminants after considering public input and pertinent scientific, legal, economic and sociocultural issues.

The Committee is an independent advisory body made up of professionals with expertise in the scientific, economic, labour, social and legal fields and was set up with the intent of opening up the process of standard setting to provide for public involvement.

In conducting public consultation on acceptable levels of particular environmental contaminants, the Committee publishes a Notice of Intent in the Ontario Gazette, Ontario newspapers as well as contacting potentially interested parties on its mailing list.

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**ENVIRONMENTAL APPEAL BOARD**

112 St. Clair Ave. W., Ste. 502

Toronto M4V 1N3

416-314-3300

Fax 416-314-3299

The Environmental Appeal Board was established by the Environmental Protection Act, 1971. Under the **Environmental Protection Act**, the **Ontario Water Resources Act**, and the **Pesticides Act**, individuals, government agencies, or corporations who are directly affected by a decision of a director can appeal to the Board. The Board may initiate an appeal hearing to confirm, alter or revoke the decision of the director or may substitute its opinion for that of the director.

**ENVIRONMENTAL ASSESSMENT ADVISORY COMMITTEE**

65 St. Clair Ave. E., 7th Flr.

Toronto M4T 2Y3

416-323-2666

This Committee advises the Minister of Environment and Energy, upon request, on matters relating to the policy and application of the Environmental Assessment Act to public and private sector projects and activities in Ontario. The committee also monitors all such requests and decisions under the Environmental Assessment Act.

**ENVIRONMENTAL ASSESSMENT BOARD**

**CONSOLIDATED HEARINGS ACT**

**OFFICE OF CONSOLIDATED HEARINGS**

2300 Yonge St., Ste. 1201

Toronto M4P 1E4

416-323-4806

Under the Consolidated Hearings Act (**CHA**), the Environmental Assessment Board holds public hearings in conjunction with the Ontario Municipal Board. This occurs when a proposal requires more than one tribunal hearing before more than one tribunal under the Acts set out in the Schedule to the Consolidated Hearings Act, 1981. The Hearings Registrar must receive written notice from the proponent, specifying the nature of the undertaking, required hearings, and governing Acts. The matter is then referred to the Chair of the two boards, who establish a joint board for the hearing. The Joint board's decision can be varied or rescinded only by the Lieutenant-Governor-in-Council or, on a question of law, may be appealed to the Divisional Court.

**ENVIRONMENTAL ASSESSMENT BOARD**

**ENVIRONMENTAL ASSESSMENT ACT**

2300 Yonge St., Ste. 1201

Toronto M4P 1E4

416-323-4806

The Environmental Assessment Board holds public hearings on the impact of major development proposals under the Environmental Assessment Act (**EAA**). After an **environmental assessment** and the Government's review has been made public, the Minister of the Environment and Energy may require or any person can request, a hearing by written notice. The Board's decision may be varied or rescinded only by the Minister,

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with the approval of the Lieutenant-Governor-in-Council. Hearings are also held under three other statutes. For information, see the other entries under Ministry of the Environment and Energy.

**ENVIRONMENTAL ASSESSMENT BOARD  
ENVIRONMENTAL PROTECTION ACT**

2300 Yonge St., Ste. 1201  
Toronto M4P 1E4  
416-323-4806

The Environmental Assessment Board holds public hearings on the issuance of certificates of approval for waste management facilities under the Environmental Protection Act (EPA). Hearings are mandatory to establish or extend waste disposal sites which accept the domestic garbage of 1500 or more people, and for hauled liquid industrial waste or **hazardous waste** disposal sites. Hearings are discretionary in other cases. The Board makes decisions which are appealable to Cabinet or, on a matter of law, to the Divisional Court.

**ENVIRONMENTAL ASSESSMENT BOARD  
ENVIRONMENTAL PROTECTION ACT  
BOARD OF NEGOTIATION**

2300 Yonge St., Ste. 1201  
Toronto M4P 1E4  
416-323-4806

The Board of Negotiation provides a mechanism for negotiating claims concerning contaminant damage to property. Under the Environmental Protection Act (EPA) an investigation may determine that the damage or injury to vegetation or livestock is caused by a contaminant and that the injury will result in economic loss. If this is the case and the parties involved are unable to come to an agreement regarding damages, the Board of Negotiation can be called upon to help negotiate a settlement. The Board of Negotiation meets with both parties and in an informal manner proceeds to negotiate a settlement of claim. The procedure is without prejudice to any subsequent legal proceedings.

**ENVIRONMENTAL ASSESSMENT BOARD  
INTERVENOR FUNDING PROJECT ACT**

2300 Yonge St., Ste. 1201  
Toronto M4P 1E4  
416-323-4806

Under the Intervenor Funding Project Act, 1988, as extended by Proclamation of the Lieutenant Governor dated March 11, 1992, the Environmental Assessment Board may, at the request of intervenors, hold a funding hearing to determine if such intervenors should receive funding for participation during a hearing under the Environmental Assessment Act, the Environmental Protection Act, or the Ontario Water Resources Act. Funding is provided by the proponent for which approval of the undertaking is sought. The Act also sets out the criteria for funding eligibility and amends other legislation to enable the Board to award costs at the conclusion of a hearing. Cost awards are not limited to those used by courts.



ENVIRONMENTAL ASSESSMENT BOARD  
ONTARIO WATER RESOURCES ACT

2300 Yonge St., Ste. 1201  
Toronto M4P 1E4  
416-323-4806

The Environmental Assessment Board holds public hearings under the Ontario Water Resources Act (**OWRA**) with respect to applications for approval of the construction or extension of sewage works. Hearings are generally required when a **municipality** intends to establish or extend **sewage** works in or into another municipality. If no objection to the proposal is received, a decision may be made without a hearing. Facilities within a single municipality may, but do not necessarily, require a hearing. The Board's decisions are appealable to Cabinet or, on a question of law, to the Divisional Court.

ENVIRONMENTAL COMPENSATION CORPORATION

2300 Yonge St., Ste. 1203  
Box 2382  
Toronto M4P 1E4  
416-323-4826  
Fax 416-323-2754

The Environmental Compensation Corporation (**ECC**) is an Ontario Crown Corporation continued under Part X of the Environmental Protection Act. It helps spill victims and handles applications for financial **compensation** when loss or damage results from spills of **pollutants**. The ECC may compensate for bodily injury, cleanup cost, property damage and economic loss. Spill victims must notify the ECC in writing as soon as possible. Victims include those damaged by a spilled pollutant which they neither owned nor controlled, and owners and controllers of the spilled pollutant who were not liable at common law but paid compensation to other victims. The ECC has information brochures available to assist victims.

FARM POLLUTION ADVISORY COMMITTEE

250 Davisville Ave., 3rd Flr.  
Toronto M4S 1H2  
416-440-3739  
Fax 416-440-6973

The Farm Pollution Advisory Committee is appointed by the Minister under Section 3 (i) of the Environmental Protection Act. The function of the Committee is to, upon request in specific instances, advise the Ministry on farm pollution problems.

MISA ADVISORY COMMITTEE

40 St. Clair Ave. W., 4th Flr.  
Toronto M4V 1M2  
416-314-9255  
Fax 416-314-9262

The MISA (Municipal-Industrial Strategy for Abatement) Advisory Committee was formed by Order-in-Council in November 1986. This committee provides advice and recommendations to the Minister of Environment and Energy on the content of draft regulations relating to the monitoring and control of waste water effluents. The draft

monitoring and limits regulations are prepared by industrial and municipal Joint Technical Committees under the direction of the MISA Office, Water Resources Branch. The committee's eight members review draft regulations and other issues on request, and provide an expert "third party" opinion. The Advisory Committee publishes an annual report which includes a compendium of correspondence that is available to interested parties upon request. A concise library of MISA-related documents is maintained at the offices of the Advisory Committee.

#### NIAGARA ESCARPMENT COMMISSION

232 Guelph St.  
Georgetown L7G 4B1  
905-877-5191

The Commission administers a land-use and development **permit** program in the Niagara Escarpment area to ensure that the Escarpment is preserved as a natural **environment** and that development is compatible with that environment.

The Commission is also the main source of **information** for the Niagara Escarpment and the Niagara Escarpment Plan.

Contact the Georgetown office (905-877-5191) for Dufferin County and the Regional Municipalities of Halton and Peel; the Thornbury office (519-599-3340) for the Counties of Bruce, Grey and Simcoe; and the Grimsby office (905-945-9235) for the Regional Municipalities of Hamilton-Wentworth and Niagara. From Toronto and Brampton, call 905-453-2468.

#### NIAGARA ESCARPMENT HEARING OFFICE

2300 Yonge St. Ste. 1201  
Toronto M4P 1E4  
416-323-2799

This office conducts hearings on appeals of decisions made by the **Niagara Escarpment Commission**.

#### ONTARIO CLEAN WATER AGENCY

40 St. Clair Ave. W., 9th Flr.  
Toronto M5G 2C2  
416-314-3538  
Fax 416-314-9250

The Ontario Clean Water Agency will be a new Crown corporation to be created through the **Capital Investment Plan Act**, introduced on May 17, 1993, and expected to receive third and final reading in the fall session of the legislature. The Clean Water Transition Team is responsible for the preparatory work before the agency is realized.

The agency's mandate will be to plan, design and build water and sewage systems and advise municipalities on water conservation and system optimization measures. It will assume the duties of the former Project Engineering Branch and will operate the water and sewage systems previously operated by the Ministry of Environment and Energy. The agency will administer the Municipal Assistance Program designed to help municipalities finance improvements to their systems.

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### ONTARIO ENERGY BOARD

2300 Yonge St., 26th Flr.  
Toronto M4P 1E4  
416-481-1967

The Ontario Energy Board has jurisdiction over **energy** related matters including: regulation of **natural gas** rates; municipal franchise approvals; hydrocarbon pipeline construction and related environmental concerns; **expropriations** for utility access; and control of utility accounting procedures.

Natural gas utilities operating in Ontario under the Board's jurisdiction cannot change rates, construct certain facilities or enter into franchise agreements with **municipalities** without first obtaining the approval of the Board through the public hearing process.

The Board also advises the Minister of Environment and Energy on **Ontario Hydro**; the Minister of Natural Resources about oil and gas production; and the Lieutenant Governor-in-Council on other energy matters.

### ONTARIO ENERGY CORPORATION

175 Bloor St. E., Ste. 905 South Tower  
Toronto M4W 3R8  
416-926-4200  
Fax 416-926-9641

The Ontario Energy Corporation (OEC) is a small, commercially-oriented crown corporation with a renewed mandate to stimulate aboriginal and northern participation in the province's energy sector by creating partnerships among communities, institutions, developers and investors to promote economic development.

### ONTARIO HYDRO

700 University Ave.  
Toronto M5G 1X6  
1-800-263-9000 (Toll-free)

Ontario Hydro supplies electrical **energy** indirectly to urban centres through 311 associated municipal utilities, and directly to more than 940,500 rural customers, and 108 large industrial customers. The **Ontario Hydro Electrical Inspection Program** (590-2679) provides technical guidance to consultants, contractors, architects, manufacturers and customers on problems concerning installation of **electrical** equipment and adherence to the **Electrical Safety Code** and is responsible for all inspections. The **Retail Electrical Service and Billing Inquiry Program** (590-2958) answers inquiries on rural service policy and practices. Ontario Hydro operates **Nuclear Communications Centres** in Pickering (905-839-0465), Bruce (519-361-3103) and Darlington (905-623-7122) to provide educational information on **nuclear power** to the public. The **Ontario Hydro Public Reference Centre** has information and documentation on Ontario Hydro and general pamphlet material on energy (592-3331). Ontario Hydro reports to the Legislature through the Minister of Environment and Energy.

## ONTARIO ROUND TABLE ON ENVIRONMENT AND ECONOMY

1 Dundas St. W., Ste. 2502  
P. O. Box 4  
Toronto M5G 1Z3  
416-327-2032  
Fax 416-327-2197

The Ontario Round Table on Environment and Economy was established by the government in direct response to the 1987 reports of the National Task Force on Environment and Economy and The World Commission on Environment and Development (Brundtland Commission).

The Ontario Round Table is composed of senior decision makers representing government, industry, academe, labour, non-government organizations, agriculture and native peoples. In 1992, it presented a strategy for building an environmentally sustainable economy in Ontario, titled Restructuring for Sustainability. The mission of the renewed Round Table, appointed in 1993, is to foster, promote, catalyze and review the implementation of the recommendations contained in that strategy.

## ONTARIO WASTE MANAGEMENT CORPORATION

Regional Office  
Village Square Mall  
Hwy. 20 and Industrial Rd.  
Smithville L0R 2A0  
905-957-2367  
1-800-668-9410 (Toll-free)

2 Bloor St. W., 11th Flr.  
Toronto M4W 3E2  
416-923-2918  
1-800-268-1178 (Toll-free)

The Ontario Waste Management Corporation (OWMC) was established in 1981 by the Ontario Government to develop and implement a liquid **industrial** and **hazardous wastes** management system for the province. OWMC also provides information assistance to industry in the reduction, **recycling** and reuse of wastes, and plans to implement a program to enhance the collection and transfer of waste in the province.

OWMC participates in general public and school education programs to inform public and industry on hazardous waste management and treatment. The Corporation offers printed materials, industrial seminars, a speakers' bureau, and audio-visual materials, as well as, direct assistance programs for industry. For public or general information, contact the Communications and Public Affairs Department. For industrial assistance or technical information, contact the Marketing and Sales Department.

In September 1985, the Corporation selected a site in the Township of West Lincoln, Regional Municipality of Niagara, after evaluating more than 150 possible locations. This decision was the result of a three and a half year site selection process and was followed by a detailed site and site vicinity examination to confirm that the West Lincoln site was a suitable location. OWMC proposes to build and operate a modern industrial waste treatment and disposal facility on the site.



A draft Environmental Assessment (EA) was submitted to the Ministry of the Environment and Energy in February 1988 and circulated to other government ministries, agencies and the public for their review. The final EA was reviewed once again by all government ministries and agencies and a Notice of Completion was issued to OWMC by the Ministry of the Environment and Energy in September 1989. A formal hearing before a Joint Board under the Consolidated Hearings Act began in February, 1990 and is continuing to examine the OWMC proposal.

#### PESTICIDES ADVISORY COMMITTEE

40 St. Clair Ave. W., 4th Flr.

Toronto M4V 1M2

416-314-9230

This committee advises the Minister of the Environment and Energy on matters pertaining to pesticides. It annually reviews the **Pesticides Act** and Regulations, and government publications respecting pesticides and the **control of pests**. The committee also recommends classifications for all new **pesticide** products prior to their marketing and use in Ontario; administers and evaluates the results of a **research** program on pesticides; and publishes an annual report which is available to interested parties upon request. For other Ministry publications on pests and pest control, and information on pesticide licensing, contact the Hazardous Contaminants Branch, Pesticides Section.

#### ACTS

##### ACTS

The Ministry of Environment and Energy is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's Legal Services Branch or Communications Branch.

Consolidated Hearings Act, 1981  
Energy Efficiency Act  
Environmental Assessment Act  
Environmental Protection Act  
Ministry of Energy Act  
Ministry of the Environment Act  
Niagara Escarpment Planning and Development Act  
Ontario Energy Board Act  
Ontario Energy Corporation Act  
Ontario Waste Management Corporation Act, 1981  
Ontario Water Resources Act  
Pesticides Act  
Power Corporation Act  
Power Corporation Insurance Act  
Rural Hydro-Electric Distribution Act  
Rural Power District Loans Act  
Waste Management Act, 1992

## MINISTRY OF FINANCE

Frost Bldg. S.  
7 Queen's Park Crescent  
Queen's Park, Toronto M7A 1Y7

The Ministry is an amalgamation of the former ministries of Treasury and Economics, Revenue and Financial Institutions. The process of restructuring within the new Ministry is continuing.

The principal functions of the Ministry are to: recommend taxation, fiscal, economic and regional policies; implement expenditure management policies; provide advice to ensure consistency among these policies and other government programs; develop the Provincial Budget and manage the province's finances; administer the province's major tax statutes and tax assistance programs.

In addition, the Ministry is responsible for policies relating to the regulation, supervision and policy direction of financial institutions operating in Ontario, including loan and trust companies, credit unions and cooperatives, the Mortgage Broker's Act. The Ministry works closely with the Ontario Securities Commission, the Pension Commission of Ontario and the Ontario Insurance Commission.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS BRANCH

Frost Bldg. S., 5th Flr., Rm. 519  
Queen's Park, Toronto M7A 1Y7  
416-325-0333  
Fax 416-325-0339

The Communications Branch informs the general public, interest groups and the news media about Ministry policies, programs and activities. The branch also establishes the Ministry's communications policies and strategies, advises other branches on communications issues and methods, and provides communications and media relations support to the Minister of Finance, the Deputy, and senior Ministry staff. Activities include liaising with the media, answering public inquiries, and producing and distributing news releases, statements and publications.

#### CORPORATE PLANNING BRANCH

33 King St. W., 6th Flr.  
Oshawa L1H 8H5  
905-433-5667

The branch is responsible for corporate resource management. This involves developing and implementing resource management processes and support systems, preparing expenditure estimates, monitoring operational performance and recommending appropriate actions.

The branch is also responsible for analyzing, reviewing and responding to Cabinet Submissions and policy issues pertaining to tax administration and property assessment; controlling, coordinating, researching and developing corporate issues and policies.

In addition, the branch liaises with central agencies (i.e. Management Board, Treasury Board, Cabinet Office) and other ministries and provides support and advice to the Ministry executive on resource management, planning and policy issues.

#### **EMPLOYMENT EQUITY OFFICE**

33 King St. W., 2nd Flr.  
Oshawa L1H 8H5  
905-433-6052

Toronto Office  
10 Wellesley St. E., 2nd Flr.  
Toronto M7A 2H8  
416-326-9048

The Employment Equity Office is responsible for planning, developing and coordinating the **Employment Equity Program** to improve the status and ensure equal employment opportunities for Aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

#### **OFFICE OF LEGAL SERVICES**

Frost Bldg. S, 5th Flr..  
7 Queen's Park Crescent  
Queen's Park, Toronto M7A 1Y7  
416-325-1455

33 King St. W., 6th Flr.  
Oshawa L1H 8H5  
905-433-5657

Legal services for the Ministry of Finance are provided by this branch. It counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services include litigation, drafting agreements and legislation, offering legal advice on government financial matters, tax policy, administration and enforcement, and matters concerning legislation on financial services for which the Ministry is responsible.

### **ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION**

#### **CORPORATE SERVICES DIVISION**

33 King St. W., 6th Flr.  
Oshawa L1H 8H5  
905-433-6844

This division manages and administers corporate services: Human Resources, Systems Development, Systems Operations, Internal Audit, Finance and Administration, Taxation Data and Client Services and Public Relations.

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**AUDIT SERVICES BRANCH**

33 King St. W., 3rd Flr.  
 Oshawa L1H 8H5  
 905-433-6484  
 Fax 905-433-5222

1075 Bay St., 4th Flr.  
 Toronto M5S 2B1  
 416-325-8320  
 Fax 416-325-8252

This branch develops and directs comprehensive internal audit programs, which independently and systematically review, evaluate and report on the efficiency, economy and effectiveness of the financial, administrative, management and information technology systems and controls throughout the Ministry, its agencies and clients, which include the Ministry of Intergovernmental Affairs, Fair Tax Commission, Office of the Premier, Cabinet Office, Premier's Councils, and the Office of the Francophone Affairs.

**CLIENT SERVICES AND PUBLIC RELATIONS BRANCH**

33 King St. W., 2nd Flr.  
 Oshawa L1H 8H5  
 905-433-6128

This branch provides information to the public, client groups and central agencies about Ontario's taxing statutes, property assessment, and several financial programs in accordance with the province's economic policies.

Other branch services include: communications planning and development; publications design and production; desktop publishing; audio-visual (photographic, graphics and exhibit services); advertising agency liaison; media monitoring; marketing services consultation for program branches; community consultation, and managing corporate Employee Volunteer campaigns.

The branch is also responsible for the implementation and administration of the Freedom of Information and Protection of Privacy Act (FOI). The FOI office is responsible for processing all requests for access, ensuring that the ministry is in compliance with the privacy provisions of the act and for coordinating all related activities.

Client Enquiry Services provides ministry information, application assistance, forms and **publications** through a "one-stop" Multilingual Information Centre (toll-free 1-800-263-7965, French 1-800-668-5821, TDD 1-800-263-7776). Interjurisdiction Carriers (Truckers), seeking information on **fuel** tax while travelling in Ontario, may call toll-free from the United States east of the Mississippi River and Eastern Canada, including Ontario to 1-800-263-7775. Calls from the remainder of the United States and Canada will be accepted collect at 416-433-0212.

Regional walk-in information centres which handle enquiries and tax payments are listed below:



Barrie  
109 Ferris Lane  
705-739-1511

Oshawa  
33 King St. W.  
1-800-263-7965 (Toll-free)

Belleville  
191 Dundas St. E.  
613-962-9108

Sudbury  
199 Larch St., 1st Flr.  
705-675-4351

FINANCE AND ADMINISTRATION BRANCH  
ADMINISTRATION SECTION

1075 Bay St., 4th Flr.  
Toronto M5S 2B1  
416-325-8330  
Fax 416-325-8357

33 King St. W., 7th Flr.  
Oshawa L1H 8H5  
905-433-5999  
905-436-4512

The Administration Section (Toronto) provides the Ministry of Finance, Ministry of Intergovernmental Affairs, Office of the Premier, Cabinet Office, Office of Francophone Affairs and the Premier's Councils, with library (416-325-1200, Fax 416-325-1212), copy centre, mail messenger and stockroom services (416-325-0055, Fax 416-325-0063).

The Administration Section (Oshawa) provides the Ministry of Finance and its clients with purchasing (905-433-5424, Fax 905-433-5347), common and custodial stock, mass mailing, library (905-433-6136, Fax 905-433-6037) and other central services.

FINANCE AND ADMINISTRATION BRANCH  
FACILITIES SECTION

33 King St. W., Ground Flr.  
Oshawa L1H 8H5  
905-436-4325  
Fax 905-436-4444

The Facilities Section provides a wide range of specialized facilities management functions. These include: space planning, interior design, telecommunications services, parking administration, security services and conference room reservations in the Ministry's head office Oshawa location. It also handles leasing arrangements and similar accommodation services for Toronto offices and all Ministry field office locations.

Facility management services listed above are also provided to the Ministry of Intergovernmental Affairs, Office of the Premier, Cabinet Office, Office of Francophone Affairs and Premier's Councils.

**FINANCE AND ADMINISTRATION BRANCH****FINANCE SECTION**

1075 Bay St., 4th Flr.

Toronto M5S 2B1

416-325-8330

Fax 416-325-8357

33 King St. W., 7th Flr.

Oshawa L1H 8H5

905-433-5915

Fax 905-436-4512

The Finance Section (Toronto) provides general financial and accounting services to the Ministry of Finance, Ministry of Intergovernmental Affairs, Office of the Premier, Cabinet Office, Office of Francophone Affairs and the Premier's Councils.

The Finance Section (Oshawa) processes accounts payable, and provides financial and accounting services for all expenditures, including payroll and employee benefits for the Oshawa office and field office staff.

**HUMAN RESOURCES BRANCH**

33 King St. W., 2nd Flr.

Oshawa L1H 8H5

905-433-6092

Fax 905-433-6588

1075 Bay St., 4th Flr.

Toronto M5S 2B1

416-325-8260

416-325-8237 (TDD)

Fax 416-325-8299

This branch performs the human resources management function for the Ministries of Finance and Intergovernmental Affairs, the Office of the Premier, the Cabinet Office, the Office of Francophone Affairs and the Premier's Councils.

The branch is responsible for establishing Ministry personnel policies and procedures; creating appropriate classification and compensation levels for employees; recruiting staff; counselling employees; coordinating staff training and development; investigating employee grievances; and handling all matters affecting work conditions and performance. The branch maintains the Ministry's personnel, payroll and employee benefit records. It serves as a liaison between the Ministry, Management Board of Cabinet, and Ontario Public Service Employees Union (OPSEU). The Human Resources Branch also coordinates the Ministry's **French Language Services** program.

## INFORMATION SYSTEMS DEVELOPMENT BRANCH

33 King St. W., 5th Flr.

Oshawa L1H 8H5

905-433-6797

Fax 905-436-4449

This branch is responsible for: systems development and maintenance functions, including the design, programming, testing and implementation of all major data processing systems; the provision of records management services, and business reengineering support to the Ministry.

## SYSTEMS OPERATIONS BRANCH

33 King St. W., 5th Flr.

Oshawa L1H 8H5

905-433-6797

Fax 905-436-4449

This branch supports local and remote users in the operation and management of data processing services and resources. Additional responsibilities include security and business recovery of data processing services; LAN service, help desk support, forms control, batch processing support, software management, desktop services, capacity and performance management.

## TAXATION DATA CENTRE

33 King St. W., 7th Flr.

Oshawa L1H 8H5

905-433-5858

1-800-263-7965 (Toll-free)

1-800-668-5821 (French) (Toll-free)

1-800-263-7776 (Toll-free) (TDD)

Fax 905-433-4094

This branch processes revenue received under the taxing statutes; assesses eligibility for payment of refunds to the public under the **Ontario Incredible Program, Permanently Physically Disabled Program, and Alternate Fuel Conversion Program**; and processes **fuel tax** rebates to farmers. The branch also provides data processing support for the Tax Division and Corporate Services Division; and processes fines for the Ministry of the Attorney General, Courts Administration Division, and Management Board Secretariat, Central Collections Services.

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**ASSISTANT DEPUTY MINISTER - PROPERTY ASSESSMENT DIVISION****PROPERTY ASSESSMENT DIVISION**

33 King St. W., 6th Flr.

Oshawa L1H 8H5

905-433-5773

Fax 905-436-4513

This division administers the **Assessment Act**, under which it is responsible for property **assessment** and municipal enumeration. It assesses **property** (land and buildings) in Ontario and determines a value for each property, which is then used by municipalities and school boards to calculate local **taxes**. It conducts a municipal **enumeration** every three years and compiles municipal voters' lists and school support lists.

Under the **Provincial Land Tax Act**, it assesses property in unorganized territories.

**APPRAISAL SERVICES BRANCH**

33 King St. W., 6th Flr.

Oshawa L1H 8H5

905-433-5700

Fax 905-433-6020

This branch provides valuation expertise and advice to regional **assessment** offices on properties of all types. It also develops assessment valuation procedures and techniques, and undertakes the defence of complex assessments under judicial appeal.

**ASSESSMENT POLICIES AND PRIORITIES BRANCH**

33 King St. W., 6th Flr.

Oshawa L1H 8H5

905-433-5757

Fax 905-433-5152

This branch provides legislation, planning, policy and research support to the Assistant Deputy Minister. It also liaises with other ministries, levels of government, municipal and school board associations, and the public; provides financial and operational planning support to program branches and regional offices; and conducts tax-impact analyses for municipalities which have requested reassessment.

**DATA SERVICES AND DEVELOPMENT BRANCH**

33 King St. W., 6th Flr.

Oshawa L1H 8H5

905-433-5680

Fax 905-436-4473

This branch is responsible for **assessment** information management, including the supply of **computer** data services to regional assessment offices, municipalities and school boards. New assessment and data processing systems, including **OASYS (Ontario Assessment System)**, are also developed by the branch.

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**REGIONAL OPERATIONS BRANCHES****Central and Western Regional Operations Branch**

33 King St. W., 6th Flr.

Oshawa L1H 8H5

905-433-5805

Fax 905-433-6658

**Eastern and Northern Regional Operations Branch**

33 King St. W., 6th Flr.

Oshawa L1H 8H5

905-433-6717

Fax 905-433-5162

These branches are responsible for assessing all property (**land** and buildings) in Ontario, under the **Assessment Act** and the **Provincial Land Tax Act**. The assessed value is then used by municipalities and school boards in calculating local taxes. They also issue **Notices of Property Valuation**; prepare property assessment rolls and defend **assessment** appeals.

These branches are also responsible for **municipal enumerations**, which are done to prepare **voters'** lists for municipal and **school** board elections; to direct school taxes; to identify English-language and French-language electors for school boards; to prepare lists of potential **jurors**; and to prepare the Ontario population reports.

These activities are carried out through 31 Regional Assessment Offices, each managed by an assessment commissioner. The offices are responsible for specific areas, defined by county, region, district or municipal boundaries. There are also ten sub-offices.

Enquiries regarding **property** assessment should be directed to the appropriate regional assessment office. Enquiries regarding property taxation and other municipal matters should be directed to the clerk or treasurer of the appropriate municipality. Enquiries about school support or school issues should be directed to the appropriate school board.

**CENTRAL & WESTERN REGIONAL ASSESSMENT OFFICES**

50 Bloomington Rd. W.

**Aurora** L4G 6J8

905-727-3755

Fax 905-727-2933

If long distance dial

1-800-263-3224 (Toll-free)

(York)

150 Main St., 4th Flr.

**Cambridge** N1R 1W3

519-623-5210

Fax 519-623-5536

In Kitchener dial

519-571-0585

(Waterloo Region)

63 Charing Cross

**Brantford** N3R 7K9

519-759-6310

Fax 519-759-1011

If long distance dial

1-800-265-9990 (Toll-free)

(Brant, Haldimand-Norfolk)

P. O. Box 1140  
435 Grand Ave. W.  
**Chatham** N7M 5L8  
519-354-5460  
Fax 519-354-1130  
If long distance dial  
1-800-265-0584 (Toll-free)  
(Kent, Lambton)

4 Eva Rd.  
**Etobicoke** M9C 2A8  
416-621-9400  
Fax 416-314-3312  
(Etobicoke, York)

57 Napier St.  
P. O. Box 190  
**Goderich** N7A 3Z2  
519-524-7326  
Fax 519-524-5271  
If long distance dial  
1-800-265-5192 (Toll-free)  
(Huron, Perth)

286 Victoria Rd. N.  
**Guelph** N1E 5J3  
519-821-7440  
Fax 519-821-6171  
If long distance dial  
1-800-265-8365 (Toll-free)  
(Dufferin, Wellington)

119 King St. W., 3rd Flr.  
Box 2112  
**Hamilton** L8N 3Z9  
905-521-7469  
Fax 905-521-7206  
(Hamilton-Wentworth)

4380 Wellington Rd. S.  
Superstore Mall  
**London** N6E 3A2  
519-681-0050  
Fax 519-649-3368  
If long distance dial  
1-800-265-6030 (Toll-free)  
(Elgin, Middlesex, Oxford)

2 Robert Speck Pkwy., 4th Flr.  
**Mississauga** L4Z 1T3  
905-270-8050  
Fax 905-270-9666  
If long distance dial  
1-800-387-5909 (Toll-free)  
(Halton-Peel)

5255 Yonge St., Ste. 400  
**North York** M2N 6P4  
416-314-7832  
Fax 416-314-7842  
(North York)

900 Tenth St. W., Unit 2  
**Owen Sound** N4K 6V6  
519-371-1121  
Fax 519-371-5885  
If long distance dial  
1-800-265-3187 (Toll-free)  
(Bruce, Grey)

805 Christina St. N.  
**Sarnia** N7V 1X6  
519-336-3991  
Fax 519-337-9844  
If long distance dial  
1-800-265-0584 (Toll-free)  
(Chatham sub-office)

43 Church St.  
Box 1270  
**St. Catharines** L2R 7A7  
905-688-0233  
Fax 905-688-9929  
If long distance dial  
1-800-263-5753 (Toll-free)  
(Niagara)

7 Overlea Blvd.  
**Toronto** M4H 1A8  
416-423-1240  
Fax 416-314-3315  
(Scarborough, East York)

90 Eglinton Ave. E., Ste. 300  
**Toronto** M4P 3A5  
416-327-1800  
Fax 416-314-3319  
(City of Toronto)

605 Rossland Rd. E.  
Box 270  
**Whitby** L1N 5S1  
905-668-9351  
Fax 905-668-0031  
If long distance dial  
1-800-268-2224 (Toll-free)  
(Durham)

250 Windsor Ave., 5th Flr.  
**Windsor** N9A 6V9  
519-254-3771  
Fax 519-973-1483  
If long distance dial  
1-800-265-5841 (Toll-free)  
(Essex)

#### **EASTERN & NORTHERN REGIONAL ASSESSMENT OFFICES**

5 Fairway Blvd., Ste. 3  
P O Box 667  
**Bancroft** K0L 1C0  
613-332-1440  
If long distance call collect  
613-332-5619 Fax  
(Trenton sub-office)

109 Ferris Lane  
**Barrie** L4M 2Y1  
705-728-2270  
Fax 705-728-3077  
If long distance dial  
1-800-461-4230 (Toll-free)  
(Simcoe)

95 Pine St. E.  
P. O. Box 150  
**Bracebridge** P1L 1T5  
705-645-5204  
Fax 705-645-1870  
If long distance in area code 705, dial  
1-800-461-4316 (Toll-free)  
(Muskoka)

2479 Parkedale Ave.  
**Brockville** K6V 3H2  
613-342-8242  
Fax 613-342-9369  
If long distance dial  
1-800-267-0836 (Toll-free)  
(Lanark, Leeds and Grenville)

1005 William St., Ste. 204  
P. O. Box 290  
**Cobourg** K9A 4K8  
905-372-2258  
Fax 905-372-1060  
If long distance dial  
1-800-263-7905 (Toll-free)  
(Trenton sub-office)

132 Second St. E.  
Box 219  
**Cornwall** K6H 5S7  
613-933-7100  
Fax 613-933-0597  
If long distance dial  
1-800-267-7194 (Toll-free)  
(Prescott and Russell, Stormont, Dundas  
and Glengarry)

479 Government Rd., Ste. B-6  
P. O. Box 670  
**Dryden** P8N 2Z3  
807-223-5351  
Fax 807-223-5750  
If long distance dial  
1-800-387-1381 (Toll-free)  
(Thunder Bay sub-office)

533 Mowat Ave.  
**Fort Frances** P9A 1Z1  
807-274-3283  
Fax 807-274-5561  
If long distance dial  
1-800-387-9060 (Toll-free)  
(Thunder Bay sub-office)

100 Chipman St., Ste. 207  
**Kenora** P9N 4E4  
807-468-2847  
Fax 807-468-2850  
If long distance dial  
1-800-387-6674 (Toll-free)  
(Thunder Bay sub-office)

1055 Princess St., Ste. 201  
Ontario Government Bldg.  
**Kingston** K7L 4Y8  
613-545-4475  
Fax 613-545-4479  
If long distance dial  
1-800-465-2096 (Toll-free)  
(Frontenac, Lennox and Addington)

6 Tweedsmuir Rd., 3rd Flr.  
**Kirkland Lake** P2N 1H9  
705-567-9285  
Fax 705-567-7962  
If long distance dial  
1-800-461-3691 (Toll-free)  
(Timmins sub-office)

440 Kent St. W.  
P. O. Box 3100  
**Lindsay** K9V 4S8  
705-324-1622  
Fax 705-324-6852  
If long distance dial  
1-800-461-0314 (Toll-free)  
(Haliburton, Peterborough, Victoria)

15 Manitowaning Rd.  
**Little Current** P0P 1K0  
705-368-2510  
Fax 705-368-3790  
(Sudbury sub-office)

1650 Main St. W.  
P. O. Box 167  
**North Bay** P1B 8H2  
705-474-6150  
Fax 705-474-8335  
If long distance dial  
1-800-387-7247 (Toll-free)  
(Nipissing, Parry Sound)



2305 St. Laurent Blvd.

**Ottawa** K1G 4J8

613-526-3890

Fax 613-526-3319

If long distance dial

1-800-465-2495 (Toll-free)

(Ottawa-Carleton)

10 Miller St.

**Parry Sound** P2A 1S8

705-746-9302

Fax 705-746-6362

If long distance dial

1-800-561-1020 (Toll-free)

(North Bay sub-office)

24 Pembroke St. W.

**Pembroke** K8A 5M3

613-735-0181

Fax 613-735-1439

If long distance dial

1-800-267-1095 (Toll-free)

(Renfrew)

55 George St. N.

**Peterborough** K9J 3G2

705-743-0330

Fax 705-743-2014

If long distance dial

1-800-461-1962 (Toll-free)

(Lindsay sub-office)

180 Brock St.

**Sault Ste. Marie** P6A 3B7

705-949-3941

Fax 705-949-6472

If long distance dial

1-800-461-2207 (Toll-free)

(Algoma)

199 Larch St., 12th Flr.

Provincial Tower

**Sudbury** P3E 5P9

705-675-4200

Fax 705-675-6610

If long distance dial

1-800-465-7726 (Toll-free)

(Manitoulin, Sudbury)

189 Red River Rd., 3rd Flr.

**Thunder Bay** P7B 2G2

807-343-7200

Fax 807-343-7210

If long distance dial

1-800-387-3019 (Toll-free)

(Kenora, Rainy River and Thunder Bay)

145 Wilson Ave.

**Timmins** P4N 8B1

705-264-9455

Fax 705-268-7784

If long distance dial

1-800-461-9931 (Toll-free)

(Cochrane, Timiskaming)

80 Division St.

P. O. Box 520

**Trenton** K8V 5R7

613-392-2501

Fax 613-392-1937

If long distance in area code 613, dial

1-800-267-0538 (Toll-free)

in area codes 416, 519, 705, dial

1-800-267-0542 (Toll-free)

(Hastings, Northumberland, Prince  
Edward)

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**ASSISTANT DEPUTY MINISTER - TAX DIVISION****TAX DIVISION**

33 King St. W., 6th Flr.  
Oshawa L1H 8H5  
905-433-5614

This division administers the Corporations, Employer Health, Fuel, Gasoline, Land Transfer, Mining, Provincial Land, Race Tracks, Retail Sales and Tobacco Tax Acts, as well the Ontario Guaranteed Annual Income Act, the Labour Sponsored Venture Capital Corporations Act and the Succession Duty Supplementary Provisions Act.

**COLLECTIONS BRANCH**

33 King St. W., 6th Flr.  
Oshawa L1H 8H5  
905-433-5623

This branch is responsible for the recovery of past due tax payments and returns for tax statutes administered by the Tax Division.

**CORPORATIONS TAX BRANCH**

33 King St. W., 4th Flr.  
P. O. Box 622  
Oshawa L1H 8H5  
905-433-6500  
Fax 905-433-6998

This branch administers the **Corporations Tax Act** which deals with **corporations** income tax (based on taxable income) and capital tax (based on taxable paid-up capital), and consents to revive or surrender charters or to dissolve a corporation voluntarily. The special **tax on insurance** companies based on taxable insurance premiums is also a branch responsibility.

In addition, the Corporations Tax Branch administers the **Mining Tax Act**. Mining taxes are based on profits generated from producing **mines** in Ontario in accordance with the Act.

**EMPLOYER HEALTH TAX BRANCH**

33 King St. W., 3rd Flr.  
Oshawa L1H 8H5  
905-433-6495  
Fax 905-436-4422

This branch administers the **Employer Health Tax Act**. Employers with a permanent establishment in Ontario are required to pay an employer **health tax**, based on the remuneration paid to their employees.

All self-employed individuals resident in Ontario who have net self-employment income of more than \$40,000, some or all of which is from Ontario, are also required to pay the tax. The tax will be based only on the percentage of income allocated to Ontario.

All inquiries about the tax should be directed to one of the regional offices listed below. All long distance callers may contact the office by using the toll-free English and French lines anywhere in Ontario. Also, facsimile lines are available for each regional office.

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213 King George Rd.  
**Brantford** N3R 6S8  
 519-754-4849  
 Fax 519-758-2239  
 If long distance dial  
 1-800-461-3806 (Toll-free)  
 1-800-461-1596 (French) (Toll-free)

Greater Toronto Area West  
 1650 Dundas St. E., Ste. 230  
**Mississauga** L4X 2Z3  
 905-615-9911  
 Fax 905-615-5860  
 If long distance dial  
 1-800-265-9969 (Toll-free)  
 1-800-265-0401 (French) (Toll-free)

Greater Toronto Area East  
 33 King St. W., 1st Flr.  
**Oshawa** L1H 8H5  
 905-436-4561  
 Fax 905-436-4474  
 If long distance dial  
 1-800-265-9005 (Toll-free)  
 1-800-265-1193 (French) (Toll-free)

1800 Bank St.  
**Ottawa** K1V 0W3  
 613-739-3803  
 Fax 613-739-3233  
 If long distance dial  
 1-800-461-4909 (Toll-free)  
 1-800-461-0038 (French) (Toll-free)

Victoriaville Mall  
 700 Victoria Ave. E.  
**Thunder Bay** P7C 5P7  
 807-625-5840  
 Fax 807-625-5848  
 If long distance dial  
 1-800-465-6699 (Toll-free)  
 1-800-465-1085 (French) (Toll-free)

215 Eugenie St. W.  
**Windsor** N8X 2X7  
 519-250-0066  
 Fax 519-972-2950  
 If long distance dial  
 1-800-465-4021 (Toll-free)  
 1-800-465-7027 (French) (Toll-free)

#### MOTOR FUELS AND TOBACCO TAX BRANCH

33 King St. W., 3rd Flr.  
 P. O. Box 625  
**Oshawa** L1H 8H9  
 905-433-6393

This branch administers the **Gasoline Tax Act** (gasoline, propane, aviation fuel), the **Fuel Tax Act** (diesel fuel), the **Tobacco Tax Act** (cigarettes, tobacco, cigars) and collects tax on the sale of **fuels** and tobacco. Collectors (usually wholesalers or distributors) are appointed or registered, and tax refunds are provided, when applicable.

The branch also administers the **Land Transfer Tax Act** and the **Provincial Land Tax Act**.

Land Transfer Tax, which is a tax on individuals or corporations registering **land** or an interest in land in Ontario, consists of one-half of 1 per cent on the first \$55,000, 1 per cent on the next 195,000 and 1.5% on the rest. Additional tax of one-half of 1% applies on residential property over \$400,000. Non-residents of Canada pay 20% tax on restricted land (farm land, recreational land, etc.). Land Transfer Tax must be paid to the Land Registrar before registering a conveyance. Provincial Land Tax is a tax collected from landowners in **unorganized territories**. For property assessments for this tax, contact the closest regional assessment office, listed under the Field Operations Branch.

The branch administers the program that refunds the land transfer tax paid by the first time homebuyers who participate in the **Ontario Home Ownership Savings Plan Program (OHOSP)**. First time homebuyers are entitled to a land transfer tax refund on a graduated scale tied to the price of the home purchased.

The Motor Fuels and Tobacco Tax Branch also administers two acts, which have been repealed, during their phase-out period: the **Succession Duty Act**, and the **Commercial Concentration Tax Act**.

#### RETAIL SALES TAX BRANCH

33 King St. W., 3rd Flr.

P. O. Box 623

Oshawa L1H 8H7

905-433-6170

This branch administers the **Retail Sales Tax Act** in Ontario. Vendors collect retail sales tax from consumers at the time of purchase on most goods, taxable services, insurance premiums and prices of admission. The branch operates offices throughout Ontario which issue **vendor permits** and provide information on exemptions and other aspects of retail sales tax, including vendor information for those starting a **business**. Tax advice is offered in numerous forms: answering taxpayers' specific questions by telephone, letter or in person; publishing sales tax guides; and providing bulletins, seminars, lectures, and visits to businesses. Refunds of tax are given under various circumstances, such as payment of tax in error by consumers; and for motor vehicles purchased for the transport of people with certain permanent physical disabilities. The Retail Sales Tax offices have refund application forms available. Audits ensure that tax is collected and paid in the correct way. Tax collection under the **Race Tracks Tax Act** is also administered by the branch.

All inquiries about retail sales tax should be directed to one of the offices listed below. Long-distance callers may contact the office in their area by using toll-free lines, which are effective only in an office's area of responsibility.

119 King St. W., 2nd Flr.

P. O. Box 2112

**Hamilton** L8N 3Z9

905-521-7504

1-800-263-9229 (Toll-free)

(County of Brant, Regional Municipalities of Haldimand-Norfolk,

Hamilton-Wentworth, Niagara)

Westminster Centre

334 Wellington Rd. S., Unit 1

**London** N6C 4P6

519-433-3901

1-800-265-1540 (Toll-free)

(Counties of Elgin, Essex, Kent, Lambton, Middlesex, Oxford)

449 Belmont Ave. W.

**Kitchener** N2M 1N2

519-576-8400

1-800-265-2303 (Toll-free)

(Counties of Huron, Perth, Wellington,

Bruce, Dufferin, Grey, Regional

Municipality of Waterloo)

2 Robert Speck Pkwy., Ste. 350

**Mississauga** L4Z 1H8

905-273-9490

1-800-268-2968 (Toll-free)

(Regional Municipalities of Halton, Peel)



1500 Fisher St., 2nd Flr.  
Northgate Plaza  
**North Bay** P1B 2H3  
705-474-4900  
1-800-461-1564 (Toll-free)  
(Districts of Algoma, Cochrane,  
Manitoulin, Nipissing, Parry Sound,  
Sudbury, Timiskaming, Regional  
Municipality of Sudbury)

1-800-465-6699 (Toll-free) English  
1-800-465-1085 (French) (Toll-free)  
(Districts of Kenora, Rainy River,  
Thunder Bay)

1355 Bank St., Ste. 305  
**Ottawa** K1H 8K7  
613-523-9760  
1-800-267-9745 (Toll-free)  
(Regional Municipality of  
Ottawa-Carleton, Counties of  
Lennox-Addington, Stormont-Dundas and  
Glenarry, Frontenac, Grenville, Lanark,  
Leeds, Prescott, Renfrew, Russell)

#### SPECIAL INVESTIGATIONS BRANCH

33 King St. W., 5th Flr.  
**Oshawa** L1H 8H5  
905-433-6900

This branch investigates cases of **tax evasion**, fraudulent procurement of grants and other serious contraventions of the statutes administered by the Tax Division. It recommends prosecution in cases where sufficient evidence is available to support such action.

#### TAX APPEALS BRANCH

1600 Champlain Ave., 3rd Flr.  
**Whitby** L1N 9B2  
905-435-2001  
1-800-461-2637 (Toll-free)

The branch processes all appeals filed under the following statutes administered by the Ministry: the **Corporations Tax Act**, the **Mining Tax Act**, the **Fuel Tax Act**, the **Gasoline Tax Act**, the **Land Transfer Tax Act**, the **Retail Sales Tax Act**, the **Tobacco Tax Act**, the **Ontario Guaranteed Annual Income Act**, the **Ontario Pensioners Property Tax Assistance Act**, the **Race Tracks Tax Act**, the **Ontario Home Ownership Savings Plan**, the **Employee Share Ownership Plan**, the **Small Business Development Corporations Act**, the **Employer Health Tax Act**, the **Commercial Concentration Tax Act**, and the **Labour Sponsored Venture Capital Corporations Act, 1992**. General

2300 Yonge St., 10th Flr.  
**Toronto** M4P 1H6  
416-487-1361  
1-800-268-8852 (Toll-free)  
(Regional Municipality of Metropolitan  
Toronto, Regional Municipality of York:  
Towns of Aurora, Markham, Newmarket,  
Richmond Hill, Vaughan,  
Whitchurch-Stouffville, Township of  
King)

1600 Champlain Ave., 2nd Flr.  
**Whitby** L1N 9B2  
905-432-3332  
1-800-668-5810 (Toll-free)  
(Counties of Haliburton, Hastings,  
Northumberland, Peterborough, Prince  
Edward, Simcoe, Victoria, District  
Muncplty of Muskoka, Regnl Muncplties  
of, Durham, York:  
Township of Georgina, Georgina Islands  
Indian Reserve, Town of East  
Gwillimbury)

information and forms may be obtained by calling our toll-free number (1-800-263-7965) or contacting either the local Retail Sales Tax Offices or Employer Health Tax Regional Offices (see Retail Sales Tax and Employer Health Branch entries).

## **TAX CREDITS AND GRANTS BRANCH**

33 King St. W., 5th Flr.

P. O. Box 624

Oshawa L1H 8H8

1-800-263-7965 (Toll-free)

1-800-668-5821 (French) (Toll-free)

1-800-263-7776 (Toll-free) (TDD)

The branch administers the Guaranteed Annual Income System, Ontario Home Ownership Savings Plan, Ontario's Personal Income Tax, which includes Ontario Tax Credits and Ontario Tax Reduction Programs.

The **Guaranteed Annual Income System (GAINS A)** assures qualifying Ontario residents, 65 or over, a set annual income. **Senior citizens** who receive the Old Age Security pension (OAS) and Guaranteed Income Supplement (GIS) will automatically receive GAINS if their annual income falls below the guaranteed level.

The Ontario Home Ownership Savings Plan (OHOSP) assists individuals and couples in the purchase of a first home. Planholders benefit from a return on the funds in a plan, an annual tax credit for qualifying contributions and a Land Transfer Tax refund upon the purchase of a home.

The 1992 Ontario Budget introduced the new **Ontario Property and Sales Tax Credit for Seniors** to be delivered through the federal income tax system. For 1992 and subsequent tax years, seniors may claim a Property and Sales Tax Credit when filing their income tax return.

**Ontario Tax Credits** consist of the **Property Tax Credit**, the **Sales Tax Credit**, the **Ontario Home Ownership Savings Plan (OHOSP) Tax Credit**, the **Political Contribution Tax Credit** and the **Ontario Investment and Employee Ownership Tax Credit**. The Property and Sales Tax Credits reduce the burden of property and sales tax for people with low to moderate incomes. The Ontario Home Ownership Savings Plan Tax Credit provides incentive for individuals and couples to save toward the purchase of a first home. These three tax credits are refundable. The Political Contribution Tax Credit encourages participation in the political process. The Ontario Investment and Employee Ownership Tax Credit helps to create new sources of capital for eligible small and medium-sized business in Ontario. These two tax credits are non-refundable and serve to reduce Ontario tax payable.

**Ontario Tax Reduction** reduces or eliminates income tax for low to moderate income taxpayers by allowing a basic tax reduction and by providing a supplemental claim for dependent children and disabled dependants.

Claims for Ontario Tax Credits and Ontario Tax Reduction are made when filing Personal Income Tax returns.

**TAX CREDITS AND GRANTS BRANCH  
BUSINESS INVESTMENT PLANS SECTION**

33 King St. W., 3rd Flr.  
Oshawa L1H 8H5  
1-800-263-7466 (Toll-free)  
Fax 905-436-4496

The section administers the **Labour Sponsored Venture Capital Corporations Act, 1992** (Bill 150).

The **Ontario Investment and Employee Ownership Program** provides the Ontario business community access to new equity capital to expand, modernize or restructure their operations and employees the opportunity to invest in their employer's company. The program offers two investment choices. The first is to provide an Ontario tax credit of 20% and a matching federal tax credit, on an annual investment of up to \$5,000, to encourage individuals to invest in small and medium sized businesses through a **Labour Sponsored Investment Fund**. The second choice will provide a tax credit of 20% on the first \$3,500 and 30% on the next \$11,500 of annual eligible investments, to employees investing in their employer's business. For more information on the Ontario Investment and Employee Ownership Program call 1-800-263-7466.

**DEPOSIT INSTITUTIONS DIVISION**

555 Yonge St., 6th Flr.  
Toronto M7A 2H6  
416-326-9263

The Deposit Institutions Division areas of responsibility include regulatory supervision of Credit Unions and Cooperatives, Loan and Trust Corporations, and Mortgage Brokers.

The Assistant Deputy Minister of the division, who is the Superintendent of Deposit Institutions, regulates and supervises Ontario's deposit-taking industry in order to ensure high levels of depositor safety.

**CREDIT UNIONS AND COOPERATIVES SERVICES BRANCH**

555 Yonge St., 6th Flr.  
Toronto M7A 2H6  
416-326-9300

The Director of the Credit Unions and Cooperatives Services Branch, under the Superintendent of Deposit Institutions, administers the **Credit Unions and Caisses Populaires Act** and the **Cooperative Corporations Act**.

The objective is to bring about compliance with the Credit Unions and Caisses Populaires Act and ensure adherence to sound business and financial practices, through the examination process, to protect the interests of **credit union** and **caisse populaire** members and their deposits. Standards are established for capital and surplus, assets-liability matching and levels of liquidity. The branch **incorporates** credit unions, **caisses populaires** and **cooperatives**. Deposits in credit unions and caisses populaires are insured with the **Ontario Share and Deposit Insurance Corporation (OSDIC)**.

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**LOAN AND TRUST CORPORATIONS BRANCH**

555 Yonge St., 7th Flr.

Toronto M7A 2H6

416-326-9000

Fax 416-326-9004

The Director of the Loan and Trust Corporations Branch, under the Superintendent of Deposit Institutions, administers the provisions of the **Loan and Trust Corporations Act**.

The branch **licences** and regulates **loan** companies and **trust companies**, and answers inquiries from savers, borrowers and registrants. Deposits with Ontario registered loan and trust companies are insured with the **Canada Deposit Insurance Corporation**.

**LOAN AND TRUST CORPORATIONS BRANCH****MORTGAGE BROKERS SECTION**

555 Yonge St., 7th Flr.

Toronto M7A 2H6

416-326-9045

1-800-268-1142 (Toll-free)

Fax 416-326-9004

The Registrar of the Mortgage Brokers Section under the Superintendent of the Deposit Institutions administers the provisions of the **Mortgage Brokers Act**.

The Mortgage Brokers Section is responsible for **registering** and regulating **mortgage brokers** in Ontario under the Mortgage Brokers Act. Its clientele includes registered mortgage brokers, their agents, borrowers, and lenders.

**OFFICE OF ECONOMIC POLICY****LABOUR ECONOMICS BRANCH**

Frost Bldg. N., 5th Flr.

Queen's Park, Toronto M7A 1Z1

416-325-0800

The Labour Economics Branch conducts **research** and develops **economic** policy options in the following areas: **labour** and skills (including job creation, layoffs, youth and older worker unemployment, training and human resource development, education, and labour force policy and analysis); incomes and compensation (including wage settlements in the private and public sectors, earnings, the institutional setting of collective bargaining, pay equity, employment equity, occupational health and safety, workers' compensation, and employment standards).



## MACROECONOMIC ANALYSIS AND POLICY BRANCH

Frost Bldg. N., 6th Flr.

Queen's Park, Toronto M7A 1Z1

416-325-0755

Fax 416-325-0796

The Macroeconomic Analysis and Policy Branch provides policy advice regarding broad issues and trends in the Ontario economy. In particular, the group is responsible for the following areas: analysis of current macroeconomic conditions; short and medium-term **economic** forecasts; **demographic** analysis and projections; revenue forecasts; and economic impact of monetary, fiscal and trade policy.

## STRUCTURAL ECONOMICS BRANCH

Frost Bldg. N., 4th Flr.

Queen's Park, Toronto M7A 1Y9

416-325-0900

The Structural Economics Branch has four units that provide advice and analysis in the following microeconomic policy areas: the Sectoral Outlook and Adjustment Policy Unit provides a sectoral outlook, and advice on proposed sectoral initiatives and adjustment issues; the Economic Growth and Structural Change Unit provides advice on economic development strategies related to competitiveness, technology, and physical capital; the Special Projects Unit provides advice on strategic energy policy issues; and the Environment and Economy Unit provides advice on the impact of the environment on structural change within the economy and analysis on the sectoral impact of environmental initiatives.

## OFFICE OF THE BUDGET AND TAXATION

### BUDGET SECRETARIAT

Frost Bldg. N., 2nd Flr.

Queen's Park, Toronto M7A 1Z1

416-325-1588

The Budget Secretariat is the Ministry's central coordinating body for projects and activities that cross divisional lines. Activities include: management and coordination of all aspects of the Ontario Budget development and production process; monitoring progress/implementation of Ontario Budget initiatives; production of other major Ministry documents, such as the autumn Economic Statement and Fiscal Outlook; and management of special Ministry projects.

## INTERGOVERNMENTAL FINANCE POLICY BRANCH

Frost Bldg. S., 4th Flr.

Queen's Park, Toronto M7A 1Y7

416-327-0133

Fax 416-327-0160

Branch activities focus on financial transfers from the federal government to Ontario. The branch monitors, analyzes and negotiates **federal-provincial** agreements; offers information and advice on trends in fiscal federalism; and provides an integrated approach

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to financial issues involving the two levels of government. Specific responsibilities include established Programs Financing, Equalization, fiscal stabilization and review of federal-provincial cost-sharing.

The branch also contributes to the formulation of Ontario's overall income security and pension policy. Specific responsibilities include policies concerning the Canada Pension Plan and GAINS-A and the financing of public sector employment **pension** plans.

### TAXATION POLICY BRANCH

Frost Bldg. S., 5th Flr.

Queen's Park, Toronto M7A 1Y7

416-327-0230

Fax 416-327-0260

The branch develops policies in tax fields including personal income tax, corporate income tax, retail sales tax, capital taxes, employer health tax, property tax, fuel tax, alcohol taxes, mining taxes, timber revenues, insurance premium tax, etc. Responsibilities include negotiating tax arrangements with the federal government, other provinces and local government and assessing the incidence of the tax structure in Ontario.

The branch prepares provincial tax policy options for inclusion in the Ontario Budget. This includes an assessment of revenue, economic, and social impacts.

## OFFICE OF THE TREASURY

### CAPITAL MARKETS BRANCH

1 Dundas St. W., 14th Flr.

Toronto M7A 1Y7

416-325-8121

Fax 416-325-8111

The Capital Markets Branch has the mandate to borrow funds to meet the province's financing requirements and to manage its liquid reserves.

Activities include borrowing in world capital markets by issuing **bonds, treasury bills** and US commercial paper; managing **interest rate and foreign exchange risk** through the active use of derivative products such as swaps; and investing the liquid reserves of the province in high quality short-term securities.

### CAPITAL MARKETS RESEARCH BRANCH

1 Dundas St. W., 14th Flr.

Toronto M7A 1Y7

416-325-8102

Fax 416-325-8140

This branch conducts financial research including analysis of Ontario's debt and debt interest and organizes government interaction with fixed-income (bond) investors, the financial community and credit rating agencies. The branch also coordinates documentation for the province's capital markets activities and oversees the province's corporate finance activities.

**CAPITAL MARKETS SUPPORT BRANCH**

**ACCOUNTING SECTION**

1 Dundas St. W., 14th Flr.

Toronto M7A 1Y7

416-325-8039

Fax 416-325-8118

This section provides accounting, administrative, reporting and operational support for the borrowing, investing and risk management activities of the Office of the Treasury. This office is also responsible for the coordination of divisional estimates submission and budgetary controls.

The section also acts as liaison with fiscal agents/custodians for the province's debt and investments.

**CAPITAL MARKETS SUPPORT BRANCH**

**BANKING SECTION**

1 Dundas St. W., 14th Flr.

Toronto M7A 1Y7

416-325-8185

Fax 416-325-8004

This section coordinates general **banking** arrangements for all ministries and related agencies. This includes the establishment of banking relationships, monitoring of banking agreements and performance, opening and closing of bank accounts, and advising on the use of current banking technologies. Its goal is to enhance the province's cash management functions by providing efficient banking systems and management information.

**CAPITAL MARKETS SUPPORT BRANCH**

**CASH SECTION**

1 Dundas St. W., 14th Flr.

Toronto M7A 1Y7

416-325-8105

Fax 416-325-8118

This section implements government finance policy by controlling and managing the government's cash flows.

**CAPITAL MARKETS SUPPORT BRANCH**

**SYSTEMS SUPPORT SECTION**

1 Dundas St. W., 14th Flr.

Toronto M7A 1Y7

416-325-8146/8000

Fax 416-325-0052

The Systems Support Section provides analytical and systems support for the treasury operations functions performed by the Office of the Treasury as well as office automation support to the Office of the Controller and the Office of the Treasury.

**CENTRAL ACCOUNTING BRANCH**

1 Dundas St. W., Ste. 1200  
 Toronto M7A 1Y7  
 416-325-8008  
 Fax 416-325-8004

The Central Accounting Branch manages Ontario's requirements in overall government accounting, control and internal financial reporting. The branch maintains records of all **Consolidated Revenue Fund** transactions. The branch provides all ministries and agencies with direction on financial transactions to ensure quality and comprehension of accounting and financial management policies; coordinates interministry effort on "in-house" systems to ensure compatibility with central financial information systems; and provides expertise on all accounting and financial matters referred by Treasury Board and all ministries and agencies. Operational liaison with the **banking** community is also supplied by the branch.

**FINANCIAL INFORMATION BRANCH**

1 Dundas St. W., 12th Flr.  
 Toronto M7A 1Y7  
 416-325-8026  
 Fax 416-325-8004

The Financial Information Branch prepares external and internal reports which support the Minister of Finance in meeting the statutory requirements for financial reporting and stewardship to the Legislature, the public, and the financial community, e.g., Public Accounts. The branch manages the comprehensive Central Financial and Management Information Systems by reviewing, analyzing, and reporting on data to the Central Agencies and the Public and by monitoring ministries' expenditures, revenues, budgets and forecasts. The branch provides internal administration of the Consolidated Revenue Fund. The branch also provides central monitoring and control and consolidated reporting of the financial position of Ontario's Crown Corporations.

**PROVINCE OF ONTARIO SAVINGS OFFICE**

33 King St. W., 2nd Flr.  
 Oshawa L1H 8H5  
 905-433-5790  
 Fax 905-433-6519

The Province of Ontario Savings Office, established in 1922, under the Province of Ontario Savings Office Act (formerly the Agricultural Development Finance Act), provides financial services to the public through 23 branches and 5 agencies in 22 communities in Ontario. Services include combined savings/chequing accounts with high interest rates and generous chequing privileges, Guaranteed Investment Certificates (GIC's) and Home Ownership Plans (OHOSP's). All deposits are guaranteed, without limit, by the Province of Ontario. Funds on deposit are, in turn, loaned to the Treasurer of Ontario. The Savings office does not offer loans to the public.

Other services include travellers cheques free of service charges, safety deposit boxes, foreign exchange, drafts and money orders and the purchase and sale of securities on behalf of customers. Service is available in French in designated areas.

Savings Offices locations are:



c/o J & J Hardware  
**Armstrong** P0T 1A0  
807-583-2494  
Fax 807-583-2094

34-36 Talbot St. W.  
**Aylmer** N5H 1J7  
519-765-1286  
Fax 519-765-1690

171 Colborne St.  
**Brantford** N3T 6C9  
519-753-4131  
Fax 519-753-7121

c/o Bailey's Corner Store  
41 Poupore St.  
P. O. Box 269  
**Gogama** P0M 1W0  
705-894-2168  
Fax 705-894-2571

153 Wyndham St. N.  
**Guelph** N1H 4E9  
519-821-2101  
Fax 519-821-2990

2 King St. W.  
**Hamilton** L8P 1A1  
905-528-6391 (French)  
Fax 905-528-8103

The Centre Mall  
1227 Barton St. E.  
**Hamilton** L8H 2V4  
905-547-6202  
Fax 905-547-4748

c/o Pittfield's General Store  
7 Channel St.  
**Killarney** P0M 2A0  
705-287-2653  
Fax 705-287-2732

353 Richmond St.  
**London** N6A 3C2  
519-432-1197  
Fax 519-432-7896

171 Sparks St.  
**Ottawa** K1P 5B9  
613-239-1469 (French)  
Fax 613-239-1482

825 2nd Ave. E.  
P. O. Box 182  
**Owen Sound** N4K 5P3  
519-376-6025  
Fax 519-376-1041

40 Pembroke St. W.  
P. O. Box 216  
**Pembroke** K8A 6X3  
613-732-7821  
Fax 613-732-3830

c/o Northern Store  
**Pickle Lake** P0V 3A0  
807-928-2968  
Fax 807-928-2063

49 Main St. S.  
**Seaforth** N0K 1W0  
519-527-0210  
Fax 519-527-2512

106 King St.  
P. O. Box 651  
**St. Catharines** L2R 6W8  
905-688-4661  
Fax 905-688-0320

134 Queen St.  
**St. Marys** N0M 2V0  
519-284-2260  
Fax 519-284-2622

159 Cedar St.  
**Sudbury** P3E 6A5  
705-670-7373  
Fax 705-670-7375

189 Red River Rd.  
P.O. Box 3107  
**Thunder Bay** P7B 5G5  
807-343-7390  
Fax 807-343-7388

112 St. Clair Ave. W.  
**Toronto** M4V 2Y3  
 416-925-3887  
 Fax 416-925-3874

2035 Danforth Ave.  
**Toronto** M4C 1J8  
 416-698-8320  
 Fax 416-698-9131

328 Bay St.  
**Toronto** M5H 2S7  
 416-363-7282  
 Fax 416-363-0896

439 University Ave.  
**Toronto** M5G 1Y8  
 416-965-3891  
 Fax 416-324-4722

838 Broadview Ave.  
**Toronto** M4K 2R1  
 416-463-1117  
 Fax 416-463-7773

Macdonald Block, Rm. M1-40  
 Queen's Park  
**Toronto** M7A 2A9  
 416-325-8480  
 Fax 416-325-8487

c/o Super Boutique  
 P. O. Box 418  
**Virginiatown** P0K 1X0  
 705-634-2346  
 Fax 705-634-2717

236 Durham St.  
 P. O. Box 308  
**Walkerton** N0G 2V0  
 519-881-3321  
 Fax 519-881-3797

545 Ouellette Ave.  
**Windsor** N9A 4J3  
 519-254-4324 (French)  
 Fax 519-254-6270

396 Dundas St.  
**Woodstock** N4S 1B7  
 519-537-8194  
 Fax 519-537-8844

## ONTARIO INSURANCE COMMISSION

5160 Yonge St., 15th Flr.  
 North York M2N 6L9  
 416-250-7250  
 1-800-668-0128 (Toll-free) (24 Hour Info)  
 Fax 416-590-7070

The Ontario Insurance Commission regulates all aspects of insurance matters while protecting consumers against unfair insurance business practices.

The purpose of the commission is to ensure public confidence in the insurance industry by monitoring industry activity to safeguard solvency, preserving high standards of conduct for industry practices, invoking disciplinary action when required and providing marketplace information and assistance to consumers.

The commission administers: **Compulsory Automobile Insurance Act, Motor Vehicle Accident Claims Act, Insurance Act, Investment Contracts Act, Prepaid Hospital and Medical Services Act, Marine Insurance Act** and has certain duties under the **Registered Insurance Brokers Act**.

### ACTUARIAL SERVICES

5160 Yonge St., 16th Flr.  
North York M2N 6L9  
416-590-7201  
Fax 416-590-7073

The Actuarial Services Branch is responsible for all actuarial matters involving the approval of automobile insurance rates (premiums), the solvency of Ontario insurers and provides services of an actuarial nature to other areas of the Commission.

### AGENTS AND ADJUSTERS

5160 Yonge St., 16th Flr.  
North York M2N 6L9  
416-250-6750  
Fax 416-590-7073  
1-800-668-0128 (Toll-free)

The Agents and Adjusters office is charged with the licensing and regulation of all **insurance** agents and independent insurance adjusters in Ontario. This section also **licenses** and regulates insurance agencies and partnerships, as well as adjusting firms.

### AUTOMOBILE INSURANCE REVIEW

10 Wellesley St. E., 2nd Flr.  
Toronto M7A 2H8  
416-325-7062

The Automobile Insurance Review is responsible for developing reforms to the auto insurance system in Ontario. Activities include consultation, policy research and analysis, development and communications.

### DISPUTE RESOLUTION

5160 Yonge St., 14th Flr.  
North York M2N 6L9  
416-590-7090  
Fax 416-590-7077

Dispute Resolution office provides a mediation and arbitration process for disputes arising from an individual's claim to **automobile accident** benefits for bodily injury.

### EXAMINATIONS

5160 Yonge St., 16th Flr.  
North York M2N 6L9  
416-590-7068  
Fax 416-590-7073

Examinations office ensures that Ontario **insurance** companies are financially sound and comply with relevant legislation, regulations and policy.

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**MARKET CONDUCT**

5160 Yonge St., 16th Flr.  
 North York M2N 6L9  
 416-250-6750 (24 Hour Info)  
 1-800-668-0128 (Toll-free)  
 Fax 416-590-7073

Market Conduct office protects the public from unfair insurance business practices. It answers **consumer** enquiries, produces marketplace information and deals with **insurance** companies and brokers to clarify claims and underwriting issues relating to all types of insurance. The office's investigative service is available in cases of suspected fraud.

**MOTOR VEHICLE ACCIDENT CLAIMS FUND**

5160 Yonge St., 14th Flr.  
 North York M2N 6L9  
 416-250-1422  
 Fax 416-590-7076  
 1-800-268-7188 (Toll-free)

The Motor Vehicle Accident Claims Fund (MVACF) provides compensation to people injured in auto **accidents** where no other automobile insurance exists to respond to the claim. In cases of damage to property not otherwise insured against vehicle impact (e.g. hydro and telephone poles or self-insured municipal property), both the owner and driver of the uninsured vehicle must be identified. In certain cases, the branch attempts to recover monies from the uninsured motorist paid out on their behalf.

**RATES AND CLASSIFICATIONS BRANCH**

5160 Yonge St., 15th Flr.  
 North York M2N 6L9  
 416-590-7123  
 1-800-668-0128 (Toll-free)  
 Fax 416-590-7070

Rates and Classifications Branch regulates all **automobile insurance** rates (premiums) and risk classifications of companies selling private passenger automobile insurance. The branch ensures that consumers have access to a wide range of available, affordable insurance and that insurance companies comply with the Insurance Act.

**ONTARIO SECURITIES COMMISSION**

20 Queen St. W., Ste. 1800  
 Toronto M5H 3S8  
 416-597-0681

The Ontario Securities Commission maintains a list of **reporting issuers** and records filings of insider trading, proxy solicitation material, financial statements and take-over bids for the benefit of investors. It processes **prospectus** offerings of **securities** and applications for exemption, as well as applications for transfer or release of securities from escrow. The Commission **registers** and investigates **consumer complaints** about **stockbrokers**, their



salespersons and **investment** advisers and commodity futures dealers, their salespersons and advisers. It also investigates complaints about actions by companies affecting the value of securities and answers general questions about **commodity** futures trading.

The Ontario Securities Commission administers the following legislation: **Commodity Futures Act; Deposits Regulation Act; Securities Act; Toronto Futures Exchange Act, 1983; Toronto Stock Exchange Act, 1982**; certain provisions of the **Business Corporations Act, 1982**; and certain provisions of the **Corporations Act**.

#### COMMODITY FUTURES ADVISORY BOARD

20 Queen St. W., Ste. 1800

Toronto M5H 3S8

416-597-0681

At the request of the Ontario Securities Commission, the Commodity Futures Advisory Board consults with and advises the commission concerning developments in the nature of commodity futures contracts and commodity futures options and the manner of trading and the influence of trading in such contracts and options thereof on the economy of Ontario.

#### FINANCIAL DISCLOSURE ADVISORY BOARD

20 Queen St. W., Ste. 1800

Toronto M5H 3S8

416-597-0681

At the request of the Ontario Securities Commission, the Financial Disclosure Advisory Board consults with and advises the commission concerning the financial disclosure requirements of the Securities Act and its regulation.

#### PENSION COMMISSION OF ONTARIO

101 Bloor St. W., 9th Flr.

Toronto M7A 2K2

416-314-0660

The Pension Commission of Ontario administers the **Pension Benefits Act, R.S.O. 1990**, which requires the **registration** and regulation of all employment **pension** plans covering **employees** in Ontario. Along with encouraging the establishment of new pension plans, the Commission also provides information (including the quarterly P.C.O. Bulletin) and advice to the general public, pension plan administrators and the pension industry regarding Ontario's pension legislation. The Commission is not responsible for any of the federal pension plans (e.g., Canada Pension Plan, Old Age Security) or provincial income security programs for senior citizens (e.g. seniors' tax grants).

#### TREASURY BOARD

Frost Bldg. S., 6th Flr.

Queen's Park, Toronto M7A 1Y7

416-327-2000

Fax 416-327-2136

The Treasury Board was established under the Treasury Board Act, 1991. The Board assumes the financial management functions of the Government of Ontario which previously fell under the jurisdiction of the Management Board of Cabinet.

The members of the Board are the Minister of Finance, the Chair of Management Board and four to eight other members appointed by the Lieutenant Governor in Council from among the members of the Executive Council.

The duties of the Board are: assess the adequacy of plans for the implementation of programs approved or provided for by the Legislature; direct the preparation and review of the forecasts, estimates and analyses of short-term and long-term expenditures and expenditure commitments and other data pertaining to authorized or proposed programs of any Ministry; direct and establish policies for the preparation form and content of estimates submitted to the Legislature for any Ministry; determine fees or charges for the provision of services by any Ministry for the use of a Ministry's facilities and to require the Ministry to take such action as is necessary to implement the determination; review and evaluate new and existing programs of any Ministry and determine their priorities; control expenditures of public money within the amounts appropriated or provided by the Legislature; and perform any direction or responsibilities given to the Board by the Executive Council.

#### **CAPITAL OPERATIONS GROUP**

Frost Bldg. S., 6th Flr.

Queen's Park, Toronto M7A 1Y7

416-327-2000

Fax 416-327-2136

This group, working closely with other divisions in Ministry of Finance and line ministries, is responsible for the development of multi-year strategic capital plans and the on-going assessment of government capital planning, capital expenditures, financing alternatives and strategic investments.

#### **TREASURY BOARD DIVISION**

Frost Bldg. S., 6th Flr.

Queen's Park, Toronto M7A 1Y7

416-327-2000

Fax 416-327-2136

Treasury Board Division has the responsibility for coordinating and providing strategic direction on the province's overall fiscal plan and multi-year expenditure forecasting; overall co-ordination, multi-year planning, development and implementation of the expenditure management and estimates processes; as well as the integration and analysis of policy and expenditure issues to support the Treasury Board in ensuring that ministries and designated agencies are provided with the resources which will enable them to realize the government's objectives.

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**EXPENDITURE MANAGEMENT AND REPORTING BRANCH**

Frost Bldg. S., 6th Flr.

Queen's Park, Toronto M7A 1Y7

416-327-2000

Fax 416-327-2136

This branch is responsible for the overall coordination, planning, development and implementation of expenditure management and estimates/allocation processes both within the division and externally with all ministries. This branch is also responsible for managing corporate projects and the day-to-day operations of Treasury Board.

**FISCAL PLANNING BRANCH**

Frost Bldg. S., 4th Flr.

Queen's Park, Toronto M7A 1Y7

416-327-0133

Fax 416-327-0160

This branch, in close cooperation with other branches in Finance, coordinates and provides strategic direction for the multi-year fiscal policy and framework strategy, including the policy and program expenditure review process; non-tax revenue and asset management initiatives; and the analysis of government-wide fiscal policy issues.

**PORTFOLIO BRANCHES**

Resources and Economic Development Branch

Frost Bldg. S., 6th Flr.

Queen's Park, Toronto M7A 1Y7

416-327-2000

Fax 416-327-2136

Social and Justice Branch

Frost Bldg. S., 4th Flr.

Queen's Park, Toronto M7A 1Y7

416-327-0133

Fax 416-327-0160

Working in close cooperation with ministries, Cabinet Office, Management Board Secretariat and other divisions within Ministry of Finance, the two Portfolio Branches (the **Social and Justice Branch** and the **Resources and Economic Development Branch**) are responsible for the in-year expenditure management, allocations/estimates and policy submissions as they apply to an individual ministry or group of ministries.

**AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Finance are listed below. Contact the legal services or communications branch for unlisted agencies.

**FAIR TAX COMMISSION**

1075 Bay St., 6th Flr.

Toronto M5S 2B1

416-325-8222

Fax 416-325-8235

The Fair Tax Commission was established in early 1991 to provide the then Treasurer of Ontario with advice on how to design and implement a fair tax system. Through extensive research and independent consultation, the commission will conduct an overall assessment of the fairness of taxes in Ontario, concluding with a final report to be submitted to the Minister of Finance in late 1993.

**ONTARIO MUNICIPAL IMPROVEMENT CORPORATION**

1 Dundas St. W., 14th Flr.

Toronto M7A 1Y7

416-325-8104

Fax 416-325-8118

Established in 1950, the Ontario Municipal Improvement Corporation (OMIC) may purchase debentures from municipalities and school boards, on a last resort basis, if they are unable to sell to advantage elsewhere. OMIC's lending rate has varied with market conditions.

**ACTS****ACTS**

The Ministry of Finance is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index.

Assessment Act

Audit Act

Auto Insurance Rates Control Act, 1989

Canadian Insurance Exchange Act, 1986

Central Trust Company Act, 1983

Commercial Concentration Tax Act

Commodity Futures Act

Compulsory Automobile Insurance Act

Cooperative Corporations Act

Corporations Tax Act

Credit Unions and Caisses Populaires Act

Crown Trust Company Act, 1983

Deposits Regulation Act

Employee Share Ownership Plan Act

Employer Health Tax Act

Financial Administration Act

Fuel Tax Act

Gasoline Tax Act

Guarantee Companies Securities Act

Income Tax Act



Insurance Act  
Investment Contracts Act  
Labour Sponsored Venture Capital Corporations Act, 1992  
Land Transfer Tax Act  
Loan and Trust Corporations Act, 1987  
Marine Insurance Act  
Mining Tax Act  
Ministry of Revenue Act  
Ministry of Treasury and Economic Act  
Mortgage Brokers Act  
Motor Vehicle Accident Claims Act  
Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed)  
Ontario Deposit Insurance Corporation Act  
Ontario Economic Council Act  
Ontario Guaranteed Annual Income Act  
Ontario Home Ownership Savings Plan Act  
Ontario Loan Act  
Ontario Municipal Improvement Corporation Act  
Ontario Pensioners Property Tax Assistance Act  
Pension Benefits Act  
Prepaid Hospital and Medical Services Act  
Province of Ontario Savings Office Act  
Provincial Land Tax Act  
Race Tracks Tax Act  
Registered Insurance Brokers Act  
Retail Sales Tax Act  
Securities Act  
Small Business Development Corporations Act  
Statistics Act  
Supply Act  
Tobacco Tax Act  
Toronto Futures Exchange Act, 1983  
Toronto Stock Exchange Act, 1982  
Treasury Board Act, 1991

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## MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS

### OFFICE OF FRANCOPHONE AFFAIRS

Mowat Block, 4th Flr.

900 Bay St.

Toronto M7A 1C2

416-325-4949

1-800-268-7507 (Toll-free)

From area code 807, call collect at:

416-325-4949

The Office of Francophone Affairs provides the policy framework for the development of French language initiatives and services throughout the Ontario Government. The office is the prime advisor to the government, through the Minister Responsible for Francophone Affairs and the Premier, on the development and implementation of **French language services** and on relations with the **Franco-Ontarian** community. The office offers **grants** to assist community services or activities for francophones. It provides **information** about the French Language Services Act.

### ACTS

#### ACTS

The Minister Responsible for Francophone Affairs administers the Act listed below.

French Language Services Act, 1986

## MINISTRY OF HEALTH

**Hepburn Block**  
**80 Grosvenor St.**  
**Queen's Park, Toronto M7A 1R3**

Created by the Public Health Act of 1882 as the first permanent health care administrative body in the province, the Ministry of Health was originally known as the Provincial Board of Health of Ontario. In 1919, it was transferred from the Department of the Provincial Secretary to the Department of Labour under the Minister of Health and Labour. The Provincial Board became the Department of Health in 1925. In 1930, the Department of Hospitals was established under the direction of the first Minister of Health. Hospitals, sanatoria and mental institutions previously had reported to the Provincial Secretary. The Department of Hospitals became a division of the Department of Health in 1934. Insured hospital services and insured physicians' services, introduced in 1959 and 1966 respectively, were combined under the Ontario Health Insurance Plan (OHIP) in 1972. The Department of Health became the Ministry of Health in 1971.

The Ministry is responsible for administering the health care system and providing services to the Ontario public through such programs as health insurance, drug benefit, assistive devices, care for the mentally ill, long-term care, home care services, community and public health and health promotion and disease prevention. It also regulates hospitals, nursing homes; operates psychiatric hospitals and medical laboratories; and coordinates emergency health services.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS AND INFORMATION BRANCH

Hepburn Block, 9th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1S2  
416-327-4365 Media Inquiries  
416-327-4327 General Inquiries  
1-800-268-1153 (Toll-free)  
1-800-387-5559 (Toll-free) (TDD)  
Fax 416-327-8791 9th Flr.  
Fax 416-327-4389 8th Flr.

The Communications and Information Branch supports the policies and programs of the Ministry through production and distribution of **information** to the public, the media and **health** care providers.

Communications officers prepare communications plans, liaise with the media; organize news conferences; write speeches, statements and news releases, monitor the media, and produce advertising, print and audio-visual materials, displays, exhibits and other materials that promote health.

The **Health Information Centre** provides information on the programs, services and activities of the Ministry through distribution of print material and answering telephone, in-person and written requests for information.

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**DRUG PROGRAMS BRANCH**

7 Overlea Blvd., 6th Flr.  
 Toronto M4H 1A8  
 416-327-8109

The Drug Programs Branch advises the Ministry of Health, other provincial ministries, institutions, professional organizations, the pharmaceutical industry and the general public on matters relating to the Ontario **Drug Benefit** Program, including drug evaluations, improving the quality of drugs and pharmaceutical services, and promoting reasonable prices for prescriptions. Standards are set for the quality of **pharmaceuticals** in nursing homes, homes for the aged, hospitals and government institutions. The branch also provides secretariat functions to the Minister's advisory body, the Drug Quality and Therapeutics Committee (DQTC).

**DRUG PROGRAMS BRANCH****ONTARIO DRUG BENEFIT**

P. O. Box 68  
 Kingston K7L 5K1  
 613-548-6572  
 416-327-4413 (Toronto Area Callers)

Ontario Drug Benefit is responsible for delivery of Ontario's Drug Benefit (ODB) program. The Ontario **Drug Benefit Formulary/Comparative Drug Index** (the Formulary) serves as a list of products which is a prescribing guide for doctors and a dispensing aid for pharmacists. When ordered by an Ontario authorized prescriber and dispensed in Ontario, **drugs** in the Formulary are available at no charge to Drug Benefit recipients. Ontario **Drug Benefit** approves requests from prescribers for home oxygen coverage for ODB eligible persons who meet the program's medical criteria. The section monitors and audits claims from all Drug Benefit providers. This office also acts in an advisory capacity for matters related to Ontario Drug Benefit, and serves as a liaison for **pharmaceutical** services in **nursing homes, homes for the aged** and some **hospitals** and government institutions.

**DRUG PROGRAMS BRANCH****PLANNING AND ADMINISTRATION**

7 Overlea Blvd., 6th Flr.  
 Toronto M4H 1A8  
 416-327-8109

The Planning and Administration section is responsible for the planning, policy and administrative functions of the Drug Programs Branch. The section is also responsible for drug price negotiations and the **publication** and distribution of the Ontario Drug Benefit Formulary (ODBF) and the **Comparative Drug Index** (CDI). The Ontario **Drug Benefit Formulary** publication identifies **drug** products designated as benefits and the amount which the ODB program will reimburse a pharmacy, under the authority of the Ontario Drug Benefit Act. The CDI identifies which brand of drugs may be interchanged under the Prescription Drug Cost Regulation Act. The ODB Formulary/CDI is published on a regular basis.



**DRUG PROGRAMS BRANCH**  
**SCIENTIFIC ADVISORY SERVICE**

7 Overlea Blvd., 6th Flr.  
Toronto M4H 1A8  
416-327-8109

The Scientific Advisory Service is responsible for the quality assessment of **drugs** to be listed, or already listed, in the Ontario **Drug Benefit Formulary (ODBF)** and the **Comparative Drug Index (CDI)** through laboratory testing of drugs and technical evaluation of submissions from pharmaceutical manufacturers. The section provides scientific advice and liaison to the **Drug Quality and Therapeutics Committee (DQTC)**, an advisory Committee to the Minister of Health. The service reviews and provides coverage for individual requests for unlisted drug products required in exceptional circumstances. The section consults and liaises with the pharmaceutical industry, professional organizations and other governments.

**FREEDOM OF INFORMATION AND PROTECTION OF PRIVACY OFFICE**

2195 Yonge St., 4th Flr.  
Toronto M4S 2B2  
416-327-7040  
Fax 416-327-7044

The Freedom of Information and Protection of Privacy Office (FOI) coordinates the implementation of the Freedom of Information and Protection of Privacy Act, within the Ministry of Health. The unit develops policies and procedures and offers an educational program to assist Ministry staff in responding to requests for information. Customer service is an important aspect of the FOI function, since the office processes information applications, reviews severance procedures, offers advice and assistance concerning procedures to program area coordinators, and establishes and collects fees in accordance with the Act. Ministry preparations for appeals are coordinated with the Legal Services Branch and program areas.

FOI liaises with the Office of the Information and Privacy Commissioner/Ontario and other Ministry staff to ensure that practices for the collection of personal information comply with the Act. The unit also coordinates the review of existing **legislation** and regulations, identifies conflicts with the Act, and provides recommendations to management. An annual report is submitted to the Minister responsible for the Act and to the Commissioner.

**LEGAL SERVICES BRANCH**

Hepburn Block, 10th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1S3  
416-327-8606

Legal services provided to the Ministry by this branch include preparation of contracts, provision of opinions, settlement of claims, appearances at court hearings etc.. The branch counsels the Ministry on legal matters, including the interpretation of statutes, regulations, and the preparation and review of proposed legislation, regulations, and other legal matters. The Legal Services Branch is seconded to the Ministry of Health by the Ministry of the Attorney General.

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**STRATEGIC RESOURCE GROUP**

1 Dundas St. W., 25th Flr.  
 Toronto M7A 1Y7  
 416-314-8320

The Strategic Resource Group operates a grants program directed at improving the delivery of health and social services in the Province of Ontario. The Fund is administered by the Ministry of Health and responsibility for its strategic direction and management lie with the Premier's Council on Health, Well-Being and Social Justice.

**ASSISTANT DEPUTY MINISTER - CORPORATE MANAGEMENT AND SUPPORT GROUP****CORPORATE MANAGEMENT AND SUPPORT GROUP**

Hepburn Block, 9th Flr.  
 80 Grosvenor St.  
 Toronto M7A 1R3

The Corporate Management and Support Group provides administration and management to the Ministry of Health through its Audit, Employment Equity, Finance and Accounting, Human Resources, Supply and Services Branches as well as its Information Systems Division. Health Card Registration and Fee-for-Service Program functions and client services are provided by the Registration Program Branch and Claims Payment Operations.

**AUDIT BRANCH**

7 Overlea Blvd., 2nd Flr.  
 Toronto M4H 1A8  
 416-327-7797

This branch is responsible for the Ministry's audit functions, which include reviewing and appraising the accounting, financial and operating controls of internal offices and Ministry funded agencies.

**CLAIMS PAYMENT OPERATIONS**

Macdonald-Cartier Bldg., 2nd Flr.  
 49 Place d'Armes  
 P. O. Box 48  
 Kingston K7L 5J3  
 613-548-6670

The Claims Payment Operations delivers **health insurance** programs through a network of processing and operational sites. The office registers Ontario residents for insured health services; provides access to government funded health care services; processes **medical** claims for payment to fee-for-service providers; manages the fee-for-service transfer payment; and disseminates information to the public and providers.

A central head office area is responsible for planning, financial services, training, administration, accommodation and security, with execution being decentralized through functional links to all offices.

The **Northern Health Travel Grant Program** helps pay **transportation** costs for Northern Ontario residents who must travel a minimum one way distance of 100 kilometres within Northern Ontario or to Manitoba, and a minimum one way distance of 200 kilometres elsewhere in Ontario for medically necessary specialist services. To obtain program details, call toll-free 1-800-461-4006 from any area code.

Direct inquiries to the nearest **Ontario Health Insurance** office, as listed below. In the Metropolitan Toronto area, inquiries received from North York or Etobicoke should be referred to the Mississauga District Office, and Scarborough inquiries should be referred to the Oshawa District Office.

**Barrie Information Office**  
30 Poyntz St.  
**Barrie** L4M 3P2  
705-726-0326

**Hamilton Office**  
119 King St. W.  
**Hamilton** L8P 4T9  
905-521-7100

**Kenora Information Office**  
100 Main St. S.  
**Kenora** P9N 1S9  
807-468-2869  
If long distance dial  
1-800-465-1141 (Toll-free)

**Kingston Information Office**  
Macdonald-Cartier Bldg.  
49 Place d'Armes  
**Kingston** K7L 5J3  
613-548-7878

**Kingston Office**  
1055 Princess St.  
**Kingston** K7L 5T3  
613-546-3811

**Kitchener Information Office**  
235 King St. E.  
**Kitchener** N2G 4N5  
519-745-8421

**London Office**  
217 York St., 5th Flr.  
**London** N6A 1B7  
519-646-2090

**Mississauga Office**  
201 City Centre Dr.  
**Mississauga** L5B 2T4  
905-275-2730

**Oshawa Office**  
Executive Tower  
419 King St. W.  
**Oshawa** L1J 7J2  
905-434-3700

**Ottawa Office**  
75 Albert St.  
**Ottawa** K1P 5Y9  
613-783-4400  
If long distance in area codes 426, 514,  
613, 705, 819 dial  
1-800-267-7690 (French) (Toll-free)  
(inquiries)

**Owen Sound Information Office**  
981 Second Ave. E.  
**Owen Sound** N4K 2H5  
519-376-6447

**Peterborough Information Office**  
815 High St.  
**Peterborough** K9J 8J9  
705-743-2140

**Sarnia Information Office**  
452 Christina St. N.  
**Sarnia** N7T 5W4  
519-337-2348

**Sault Ste. Marie Information Office**  
 111A Great Northern Rd.  
**Sault Ste. Marie** P6B 4Y9  
 705-759-8598  
 If long distance dial  
 1-800-461-2215 (Toll-free)

**St. Catharines Information Office**  
 59 Church St., 3rd Flr.  
**St. Catharines** L2R 3C3  
 905-682-6658

**Sudbury Office**  
 199 Larch St., 8th Flr.  
**Sudbury** P3E 5R1  
 705-675-4010  
 If long distance dial  
 1-800-461-4006 (Toll-free)  
 1-800-461-1149 (French) (Toll-free)  
 (inquiries)

**Thunder Bay Office**  
 435 James St. S.  
**Thunder Bay** P7E 6E3  
 807-475-1351  
 If long distance dial  
 1-800-465-5067 (Toll-free)

**Timmins Information Office**  
 38 Pine St. N.  
**Timmins** P4N 6K6  
 705-268-5300  
 If long distance dial  
 1-800-461-9829 (Toll-free)

**Toronto Office**  
 2195 Yonge St.  
**Toronto** M4S 2B2  
 416-482-1111

**Windsor Information Office**  
 1427 Ouellette Ave.  
**Windsor** N8X 1K1  
 519-258-7560

## FINANCE AND ACCOUNTING BRANCH

15 Overlea Blvd., 3rd Floor  
 Toronto M4H 1A9  
 416-327-8900

The Finance and Accounting Branch provides the financial recording and reporting standards, establishes the Ministry's financial and accounting policies, and provides financial information to management.

The Program Accounting Section (Macdonald-Cartier Bldg., 3rd Flr., 49 Place d'Armes, Kingston K7L 5J3, 613-548-6547) processes all revenues generated by Ministry programs, operates payment systems encompassing professionals and clients for care provided under the Health Insurance Act, the **Ontario Drug Benefit Act**, the Independent Health Facilities Act, the **Assistive Devices Program (ADP)**, the Northern Health Travel Grant, the inter-provincial Reciprocal Billing Agreements the Alternate Payment Program, and Comprehensive Health Organizations (Health Innovative Fund). Subrogation recoveries are also administered from this office.

This office, also administers eligibility under the **Ontario Drug Benefit** program for the registration of eligible participants (via the **Ontario Health 65 Card**), and handles eligibility enquiries and Health Care registration enquiries (965-9337, or 613-548-6552). Selected prescribed **drugs** are provided at no charge to **senior citizens** (65 or older) who are residents in Ontario; and recipients of **Family Benefits Assistance (FBA)**, **General Welfare Assistance (GWA)**, and **Homes for Special Care, Home Care and Extended Health Care Benefits**. The Ontario Health 65 Card entitles eligible persons to drug benefits. All persons registered for **Ontario Health Care** who turn 65 years of age, will automatically receive the Ontario Health 65 Card for the first day of the month following their 65



birthday. Persons moving to Ontario can obtain registration forms for Ontario Health Care benefits including Drug Benefit, by contacting any Ministry of Health office, or by writing: Ministry of Health, Drug Benefit, P. O. Box 78, 49 Place d'Armes, Kingston K7L 5K2. Family Benefits Assistance (including the blind and disabled), General Welfare Assistance and other recipients are issued monthly cards. To be eligible as benefits, drugs must, for reasons of quality and cost control, be an approved benefit, prescribed by a person entitled to prescribe drugs in Ontario, and be obtained at a participating dispensary in Ontario.

The Corporate Accounting Section (15 Overlea Blvd., 3rd Flr., Toronto M4H 1A9, 327-8024) provides a controllership function for all Ministry organizational units. This function includes payments for suppliers' goods and services, payroll and expense account services, management of the Ministry's Financial Information System, payments for hospitals and related facilities, and payments to **nursing homes** and residential homes under the Homes For Special Care (HSC) and Extended Health Care Programs. This section also administers the eligibility process for applicants, under the Extended Care program, and handles eligibility enquiries (327-7972).

The Financial Monitoring and Control (FMC) Section, (7 Overlea Blvd., 5th Flr., Toronto M4H 1A8, 327-8024) also reports to the Finance and Accounting Branch.

## HUMAN RESOURCES BRANCH

36 Toronto St., 6th Flr.

Toronto M5C 2C5

416-327-8749

Fax 416-327-4482

The Human Resources Branch works mainly in an advisory capacity with line managers who have primary responsibility for human resources management matters within their units. The branch establishes Ministry personnel policies and procedures, determines appropriate classification and compensation levels for all Ministry employees, recruits staff, counsels employees, investigates employee grievances, coordinates the Ministry's **Youth Employment** Program and maintains employee records. Liaison is provided between the Ministry, the Management Board Secretariat and the Ontario Public Service Employees Union (OPSEU). The branch also coordinates human resources planning activities and functions as a staff development resource. The Quality Management Office promotes and facilitates the understanding and use of total quality management principles and methods in the Ministry of Health and in the provincial health care system. Regional offices, listed below, provide human resources management services to Ministry employees in their geographic locations:

P. O. Box 1050  
**Brockville** K6V 5W7  
613-345-1461

100 West 5th St.  
**Hamilton** L9C 3N6  
905-388-2511

752 King St. W.  
**Kingston** K7L 4X3  
613-546-1101

Box 48 (Ontario Health Insurance)  
49 Place d'Armes  
**Kingston** K7L 5J3  
613-548-6271

850 Highbury Ave.  
**London** N6A 4H1  
519-455-5110

Box 3010  
**North Bay** P1B 8L1  
705-474-1200

Church St.  
**Penetanguishene** L0K 1P0  
 705-549-3181

Box 2004  
**St. Thomas** N5P 3V9  
 519-631-8510

580 Algoma St. N.  
 Box 2930  
**Thunder Bay** P7B 5G4  
 807-344-3571

1001 Queen St. W.  
**Toronto** M6J 1H4  
 416-535-8501

Islington Satellite Unit  
 Resources Rd.  
**Toronto** M5W 1R5  
 416-235-5939

Overlea Unit  
 15 Overlea Blvd., 6th Flr.  
**Toronto** M4H 1A8  
 416-327-7579

Queen's Park Unit  
 Hepburn Block, 11th Flr.  
**Toronto** M7A 1S5  
 416-327-8752

Box 613  
**Whitby** L1N 5S9  
 905-668-5881

**INFORMATION SYSTEMS DIVISION**  
**INFORMATION SYSTEMS DIVISION**  
 15 Overlea Blvd., 4th Flr.  
**Toronto** M4H 1A9  
 416-327-7100

The Information Systems Division plans and manages the Ministry's investment in information technology by helping program areas explore potential uses of information technology, assessing their feasibility, and developing, implementing, operating and maintaining information systems for both Ministry operations and program/corporate management. The division also manages basic telecommunications and corporate computing facilities for the Ministry.

**INFORMATION SYSTEMS DIVISION**  
**SYSTEMS DEVELOPMENT BRANCH**  
 49 Place d'Armes, 4th Flr.  
**Kingston** K7L 5J3  
 613-548-6534  
 Fax 613-548-6539

The Systems Development Branch designs, develops, and implements computer systems necessary for the operation and administration of the Ministry of Health programs.

INFORMATION SYSTEMS DIVISION

SYSTEMS SUPPORT BRANCH

Macdonald-Cartier Bldg., 5th Flr.

49 Place d'Armes

P. O. Box 48

Kingston K7L 5J3

613-548-6384

Fax 613-548-6693

The Systems Support Branch is responsible for developing and maintaining the infrastructure environment required to support the functioning of the other branches of the Information Systems Division and provide computing and communications support to the entire Ministry. The Toronto locations is listed below.

15 Overlea Blvd., 2nd Flr.

Toronto M4H 1A9

416-326-1225

Fax 416-327-7617

INFORMATION SYSTEMS DIVISION

USER SUPPORT BRANCH

Macdonald-Cartier Bldg., 4th Flr.

49 Place d'Armes

Kingston K7L 5J3

613-548-6534

Fax 613-548-6539

The mandate of the User Support Branch is to maintain and operate existing information systems and to provide services to support the delivery of various programs and administrative functions within the Ministry of Health. Branch activities include the support of critical corporate computer applications and office technology systems, and the provision of production services to meet data processing requirements across the Ministry.

REGISTRATION PROGRAM BRANCH

Macdonald-Cartier Bldg., 4th Flr.

49 Place d'Armes

Kingston K7L 5J3

613-548-6545

The Registration Program Branch, comprised of three units consisting of the Analysis Unit, Verification Unit and the Planning and Design (Policy) Unit, is responsible for the management of the Ministry's **Health Number Registered Data Base**. The Branch undertakes activities to secure registration data and maximize efficiencies inherent in the Ministry's one-number approach to insured services.

**SUPPLY AND SERVICES BRANCH**

15 Overlea Blvd., 4th Flr.

Toronto M4H 1A9

416-327-7200

The Supply and Services Branch provides the Ministry with a wide range of supply and administrative services, including Purchasing Services (327-0777), assets management (327-7209), Reproduction and Stationery Services (327-8227), Ontario **Government Pharmaceutical and Medical Supply Service** (327-0833), Facilities Management Services (327-7209), insurance, vehicle licensing and parking administration (327-7208), Mail and Messenger Services (327-8214), Records and Forms Management Services (327-8071), **Library Services** (327-8208), **Microimaging Services** (613-548-6233), and the **Ministry reading room** (327-8208) which allows public access to Ministry publications, statutes, most manuals and internal procedures. The Contract Purchasing Administration Office assists senior managers with the development of all aspects of their contract requirements for consulting services and maintains records of vendors and contracts (327-7200).

The branch also provides a regional administrative and support services program in Kingston (613-548-6515) which provides a similar range of services to the Health Insurance Division head office program. Customer service inquiries regarding branch services should be directed to the Manager, Resources and Administrative (327-7208).

**ASSISTANT DEPUTY MINISTER - HEALTH STRATEGIES GROUP****HEALTH STRATEGIES GROUP**

Hepburn Block, 8th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-327-0859

Fax 416-327-8835

Health Strategies Group develops plans and policies to lead and manage change, and shift the health care system from hospital and illness-based care to community services and health promotion, with an increased emphasis on the determinants of health.

The Group is responsible for negotiations with health care professionals, policy development, health planning, research, evaluation, inter-governmental affairs, health human resources planning, information resources and fiscal strategies.

**ABORIGINAL HEALTH OFFICE**

700 Bay St., 24th Flr.

Toronto M5G 1Z6

416-314-5513

Fax 416-314-5517

The Aboriginal Health Office supports the Ministry of Health's efforts to address issues related to the provision of **health** programs and services to aboriginal people in Ontario and to the relationship between the Ministry, First Nations and other Aboriginal communities. The Aboriginal Health Office addresses the Ministry's need for strategic direction on Aboriginal health, provides support for Aboriginal self-government and acts as a central resource to address initiatives related to Aboriginal health.



**FINANCE AND ADMINISTRATION UNIT**

Hepburn Block, 8th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-327-8341

The Finance and Administration Unit provides centralized support services to units and branches within the Health Strategies Group. These services include: financial management, which involves the monitoring and controlling of unit/branch budgets, including transfer payment money and direct operating expenses totalling approximately \$300M; human resources management; and office administration, including computer systems support; as well as centralized reception, mail, and wordprocessing services. The unit also is responsible for corporate projects and initiatives of the Health Strategies Group.

**FISCAL STRATEGIES BRANCH**

Hepburn Block, 9th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 2C6

416-327-8674

The Fiscal Strategies Branch coordinates the Ministry's allocation and estimates processes, coordinates the preparation of submissions to Treasury Board and Management Board, including the Ministry's management by results and financial reports. The branch manages the flow of cash to agencies and facilities funded by the Ministry, and provides detailed monitoring and forecasting of expenditures. Responsibilities include the provision of financial management and advisory services to Ministry program managers and to Ministry senior management.

The branch also receives, reviews and monitors submissions from individual transfer payment facilities (hospitals, ambulance services, home care, etc.) which include annual budget, quarterly and year-end statements. Computerized information systems relating to these are maintained.

**FRENCH LANGUAGE HEALTH SERVICES**

56 Wellesley St. W., 8th Flr.

Toronto M7A 2B6

416-327-8975

Fax 416-327-8980

The French Language Health Services office coordinates and monitors the provision of **French Language Services** within the Ministry of Health, transfer payment agencies identified to provide services in French and a number of agencies, boards and commissions located in/or serving designated areas.

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**HEALTH BOARDS SECRETARIAT**

36 Toronto St., 6th Flr.  
 Toronto M5C 2C5  
 416-327-8512  
 Fax 416-327-8524

The Health Boards Secretariat provides financial and administrative support to a number of **health** care appeal and review boards established under Ministry legislation.

The **Health Disciplines Board**, under the Health Disciplines Act, hears or reviews decisions made by the self-governing colleges of **physicians, dentists, optometrists, pharmacists, nurses** and **veterinarians** with respect to registration of members and complaints made against members. The **Denture Therapists Appeal Board**, under the Denture Therapists Act, hears or reviews decisions made by the Governing Board of Denture Therapists with respect to registration of members and **complaints** made against members. The **Health Services Appeal Board** under the Health Insurance Act, holds hearings in respect to decisions made by the General Manager, **Ontario Health Insurance Plan**, concerning practitioners' billing practices, payment of subscribers' claims, requests for enrolment or continued enrolment, and reviews physicians' extra billing under the Health Care Accessibility Act. The **Health Facilities Appeal Board**, holds hearings when: the Director, under the Ambulance Act or the Minister, under the Private Hospitals Act, proposes to revoke, suspend, or refuse to renew a licence, or where the licensee is dissatisfied with the terms and conditions imposed; the Director, under the Healing Arts Radiation Protection Act, proposes to refuse to issue or to revoke an approval for the installation or for a change in the installation of an X-ray machine; the Director, under the Independent Health Facilities Act, proposes to revoke, suspend or refuse to issue, renew or consent to the transfer of a health facility licence.

The **Nursing Homes Review Board** and the **Laboratory Review Board** under the Nursing Homes Act and Laboratory and Specimen Collection Centre Licensing Act, holds hearings when their directors propose to refuse to issue, renew or revoke a **licence** or rescind where the licensee is dissatisfied with the terms and conditions imposed. The **Health Protection Appeal Board** holds hearings with respect to Orders of medical officers of health and public health inspectors under the **Health Protection and Promotion Act** and the **Immunization of School Pupils Act**. The **Hospital Appeal Board**, under the Public Hospitals Act, holds hearings with respect to decisions made by hospital boards concerning physicians' appointments or reappointments to hospital medical staff and the suspension or revocation of a physician's privileges. The Funeral Services Review Board, as of February 12, 1990, was transferred to the Ministry of Consumer and Commercial Relations. The **Psychiatric Review Board**, under the Mental Health Act, holds hearings with respect to the hospitalization and treatment of involuntary **psychiatric** patients. The Ontario Criminal Code Review Board, under the **Criminal Code of Canada Act**, reviews the status of each accused who has been found to be "not criminally responsible on account of mental disorder", or "unfit" to stand trial for criminal offenses.

**HEALTH RESEARCH AND DEVELOPMENT GRANTS PROGRAM**

Hepburn Block, 8th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-327-8367

Fax 416-327-8313

This program provides financial support, through grants to projects and units, for research evaluating aspects of the delivery of health care, and, through fellowship and Career Scientist Awards, for training new clinical and community health researchers. Applications for grants may be submitted by non-profit health-related agencies in Ontario, including universities.

**HEALTH STRATEGIES OFFICE**

Hepburn Block, 8th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-327-4392

Fax 416-327-8313

The Health Strategies Office plays a key role in the Health Strategies Group in leading and managing change. It is responsible for broad strategic policy development, analysis, and implementation; across-ministry integration of strategic priorities; and intergovernmental affairs activities.

**INFORMATION PLANNING AND EVALUATION BRANCH**

15 Overlea Blvd., 6th Flr.

Toronto M4H 1A9

416-327-7502

Information Planning and Evaluation Branch coordinates and undertakes health planning for the Ministry. The branch receives advice from district health councils on local **health** planning issues. District Health Councils are appointed by order-in-council to advise the Minister on local planning issues. The members of council are **volunteers** representing consumers, health care providers and local government. The branch also develops and analyses information about health care resources, services, utilization and statistics related to hospitals, medical and health care institutions. The following is a list of **District Health Councils**, organized by area and by county:

**CENTRAL EAST AREA**

Simcoe County District

11 Victoria St., Ste. 216

Barrie L4N 6T3

705-734-9960

Fax 705-734-9987

Peel District

350 Rutherford Rd. S., Ste. 220

Brampton L6W 4N6

905-455-4856

Fax 905-455-5285

York Region District  
1091 Gorham St., Ste. 300  
**Newmarket** L3Y 7V1  
905-830-9899  
Fax 905-830-9903

Haliburton, Kawartha and Pine Ridge  
District  
P. O. Box 544  
**Peterborough** K9J 6Z6  
705-748-2992  
Fax 705-748-9600

## CENTRAL WEST AREA

Brant District  
233 Colborne St., Ste. 401  
**Brantford** N3T 2H4  
519-756-1330  
Fax 519-756-6013

Niagara District  
1428 Pelham St. S.  
Box 1059  
**Fonthill** L0S 1E0  
905-892-5771  
Fax 905-892-1593

Wellington-Dufferin District  
251 Woodlawn Rd. W., Units 217 & 218  
Woodlawn Sq.  
**Guelph** N1H 8J1  
519-836-7440  
Fax 519-836-7177

Hamilton-Wentworth District  
10 George St., Ste. 301  
**Hamilton** L8P 1C8  
905-570-1441  
Fax 905-570-1202

## EASTERN AREA

Hastings and Prince Edward Counties  
375 Dundas St. W., Ste. 101  
**Belleville** K8P 1B3  
613-962-4660  
Fax 613-962-5130

Metropolitan Toronto District  
4141 Yonge St., Ste. 200  
**Toronto** M2P 2A8  
416-222-6522  
Fax 416-222-5587

Durham Region District  
1614 Dundas St. E., Ste. 214  
**Whitby** L1N 8Y8  
905-433-4262  
Fax 905-433-2307

Halton District  
700 Dorval Dr., Ste. 510  
**Oakville** L6K 3V3  
905-842-2120  
Fax 905-842-7131

Haldimand-Norfolk District  
101 Nanticoke Creek Pkwy.  
Box 5081  
**Townsend** N0A 1S0  
519-587-2231  
Fax 519-587-5112

Waterloo Region District  
75 King St. S., Ste. 218  
Waterloo Square  
**Waterloo** N2J 1P2  
519-884-6390  
Fax 519-884-0445

Eastern Ontario District Health Council  
340 Pitt St., 3rd Flr.  
P. O. Box 1478  
**Cornwall** K6H 5V5  
613-933-9585  
Fax 613-933-3977



Kingston, Frontenac and Lennox and  
Addington Distr  
544 Princess St.  
Mailing Address:  
P. O. Box 1690  
**Kingston K7L 5J6**  
613-549-5253  
Fax 613-542-9223

Ottawa-Carleton Region District  
955 Green Valley Cr., Ste. 350  
**Ottawa K2C 3V4**  
613-723-1440  
Fax 613-723-5162

### NORTH EAST AREA

East Muskoka-Parry Sound District  
36 Chaffey St.  
P. O. Box 3000  
**Huntsville P0A 1K0**  
705-789-4429  
Fax 705-789-6943

West Muskoka-Parry Sound District  
17 James Street, 2nd Flr.  
**Parry Sound P2A 1T4**  
705-746-2123  
Fax 705-746-8156

### NORTH WEST AREA

Kenora-Rainy River District  
104 Government Rd.  
**Keewatin P0X 1C0**  
807-547-2028  
Fax 807-547-2094

Nipissing-Timiskaming District  
176 Main St. W., 2nd Flr.  
**North Bay P1B 2T6**  
705-494-9126  
Fax 705-494-9127

Renfrew County District  
12 International Dr.  
R. R. 4  
**Pembroke K8A 6W5**  
613-732-2335  
Fax 613-732-8719

Rideau Valley District  
1 Abel St.  
Box 487  
**Smiths Falls K7A 4T4**  
613-283-6980  
Fax 613-283-3177

Algoma District  
123 March St., Ste. 405  
**Sault Ste. Marie P6A 2Z5**  
705-942-0200  
Fax 705-942-7579

Manitoulin-Sudbury District  
336 Pine St.  
**Sudbury P3C 1X8**  
705-675-5654  
Fax 705-675-2870

Cochrane District  
119 Pine St. S., Ste. 310  
**Timmins P4N 2K3**  
705-264-9539  
Fax 705-264-8620

Thunder Bay District  
1093 Barton St.  
**Thunder Bay P7B 5N3**  
807-623-6131  
Fax 807-623-0355

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**SOUTH WEST AREA****Kent County District**

75 Thames St.

**Chatham** N7L 1S4

519-351-1162

Fax 519-351-6583

**Thames Valley District**

826 King St.

**London** N5W 2X6

519-679-9140

Fax 519-679-8941

**Grey-Bruce District**

733 Ninth Ave. E., Unit 4

**Owen Sound** N4K 3E6

519-376-6691

Fax 519-376-3074

**Lambton District**

265 N. Front St., Ste. 108

**Sarnia** N7T 7X1

519-337-5485

Fax 519-337-9293

**Essex County District**

76 University Ave. W., Ste. 207

**Windsor** N9A 5N7

519-256-4568

Fax 519-256-9755

**NEGOTIATIONS SECRETARIAT**

Hepburn Block, 11th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-327-4490

Negotiations Secretariat coordinates the management of agreements between the Ministry of Health and the OMA (**Ontario Medical Association**); coordinates and supports Ministry conducted negotiations; monitors external negotiations impacting on health systems and imparts relevant findings which will contribute to ongoing Ministry negotiations and government policy; functions as the Ministry of Health liaison with other ministries and the Deputy Minister of Broader Public Sector - Labour Relations.

**NORTHERN MEDICAL SPECIALIST INCENTIVE PROGRAM**

Hepburn Block, 8th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-327-8295

Fax 416-327-8313

The Northern Medical Specialist Incentive Program (**NMSIP**) was established in 1985 to provide **financial** incentives for approved **medical** specialists to locate in larger northern communities and travel to smaller communities in each district. The program operates under the Ministry of Health Act.

**POLICY, PROGRAMS AND RESEARCH BRANCH**

Hepburn Block, 8th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-327-8535

Fax 416-327-8313

The branch supports and coordinates the Ministry's corporate committees, interministerial and central agency policy activities, legislation in process, Ministry responses to Ombudsman's inquiries and Coroner's recommendations; and supports strategic priority related activities and policy development throughout the Ministry; provides central agency consultation services, leadership on policy development, leadership on specific strategic priorities including women's health issues, aboriginal health, and multicultural health, diabetes, rehabilitation and cancer.

**PROFESSIONAL RELATIONS BRANCH**

7 Overlea Blvd., 5th Flr.

Toronto M4H 1A8

416-327-8894

This branch maintains liaison with all Ontario health professionals and related organizations. It is operationally responsible for Ministry activities in support of the Regulated Health Professions Act, 1991, and 21 individual health profession Acts which were passed in November 1991 and are to be proclaimed in 1993. The branch is responsible for the **Health Disciplines Coordination** function, which includes administration of government regulatory affairs (including the processing of regulations under the current Health Disciplines Act and other legislation governing the health professions) on behalf of the regulated health professions in Ontario.

**PUBLIC APPOINTMENTS UNIT**

Hepburn Block, 10th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-327-8498

Fax 416-327-8496

The Unit is responsible for administering the Ministry of Health's public appointments process in an open and fair manner, as well as ensuring that the membership of health related agencies, boards and commissions reflects the diversity of Ontario's population. The office serves as a focal point for Ministry of Health program areas, **health** related agencies, boards and commissions, potential and current public appointees, and the Public Appointments Secretariat in the Premier's Office.

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**UNDERSERVICED AREA PROGRAM**

Hepburn Block, 8th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-327-8295

Fax 416-327-8313

This program provides financial incentives to recruit **health** care professionals to practise in areas of the province designated as underserved. Incentives are offered to **physicians, dentists, physiotherapists, occupational therapists**, speech language pathologists, audiologists and **chiroprodists**.

Students attending a Canadian university may obtain **bursaries**, in the last two years, for a return of service upon graduation in the following fields: medical, dental, physiotherapy, **speech language pathology, audiology**, occupational therapy and chiroprody.

**WOMEN'S HEALTH BUREAU**

56 Wellesley St. W., 16th Flr.

Toronto M7A 2B6

416-314-8270

Fax 416-314-8275

The Women's Health Bureau advises senior management on women's health issues; coordinates the development of women's health policy, liaises with the Ontario Women's Directorate, professional associations, hospitals, health clinics and women's groups; and promotes women's health issues within the Ministry.

**ASSISTANT DEPUTY MINISTER - HEALTH SYSTEM MANAGEMENT GROUP****HEALTH SYSTEM MANAGEMENT GROUP**

Hepburn Block, 10th Flr.

80 Grosvenor St.

Queen's Park, Toronto M7A 1R3

416-327-4264

Health System Management Group includes the Institutional Health Division, Health Insurance Division, Policy Integration and Coordination Office and the Laboratory Services Branch.

**HEALTH INSURANCE DIVISION****HEALTH INSURANCE DIVISION**

Macdonald-Cartier Bldg., 2nd Flr.

49 Place d'Armes

P. O. Box 48

Kingston K7L 5J3

613-548-6800

The Health Insurance Division is responsible for legislation and policy relating to health insurance and payment programs, registration of Ontario residents in the provincial health insurance program, Northern Health Travel Grant. The Provider Service Branch is



responsible for payment policy for fee-for-service providers and out of country health services. In addition to administering the Independent Health Facilities Act, the Alternative Funding Unit focuses on new and emerging methods of alternative funding for both providers and programs in the delivery of health care. The office of the Executive Director, Health Insurance Division, provides overall coordination for these activities.

HEALTH INSURANCE DIVISION  
ALTERNATIVE FUNDING UNIT

Macdonald-Cartier Bldg., 2nd Flr.  
49 Place d'Armes  
P. O. Box 48  
Kingston K7L 5J3  
613-548-6637  
Fax 613-548-6734

The Alternative Funding Unit has been established to focus on new and emerging methods of alternative funding for both providers and programs in the delivery of health care.

The unit administers the **Independent Health Facilities Act**. This includes: licensing, inspection and assessment provisions; technical advice on funding issues; distribution of IHF Facility Fee Schedule; and negotiation of funding arrangements. For more information about the Alternative Funding Unit or the Independent Health Facilities Act, call the number listed above.

HEALTH INSURANCE DIVISION  
CLIENT LIAISON AND COMMUNICATIONS

Macdonald-Cartier Bldg., 2nd Flr.  
49 Place d'Armes  
P. O. Box 48  
Kingston K7L 5J3  
613-548-6612  
Fax 613-548-6557

The Client Liaison Unit (548-6612) prepares written responses to Health Insurance Division correspondence directed to the Minister of Health and other senior Ministry officials.

HEALTH INSURANCE DIVISION  
CLIENT SERVICES

Macdonald-Cartier Bldg., 2nd Flr.  
49 Place d'Armes  
P. O. Box 48  
Kingston K7L 5J3  
613-548-6612  
Fax 613-548-6557

Client Services designs, implements and monitors policies relating to the registration of Ontario residents for health coverage and the Northern Health Travel Grant Program.

By liaising with the federal government and provincial ministries on matters of mutual concern, such as **immigrants**, **refugees**, foreign **students** and organized labour, the branch ensures the availability of **health insurance** coverage and prevents abuse of the system. Operating systems are reviewed to produce manuals. The branch also identifies and

specifies training needs in order to minimize problems with client requests by telephone, in writing or in person. For information, contact local **Ontario Health Insurance** offices listed under the Claims Payment Division entry and in Bell Canada phone books' blue pages of government listings.

## HEALTH INSURANCE DIVISION LABORATORY SERVICES BRANCH

Box 9000, Terminal "A"  
81 Resources Rd.  
Etobicoke M9P 3T1  
416-235-5952

The Laboratory Services Branch has **public health** laboratories throughout the province which perform tests to assist in diagnosis, prevention and treatment of **disease**. The branch serves doctors, hospitals, private **laboratories**, health units and other ministries, and performs bacteriological analyses of **drinking water** for the general public. For drinking water specimen mailing kits, call local public health laboratories, listed below.

The Laboratory Licensing and Inspection Service (235-6054) **licenses** and inspects **medical** laboratories to ensure development and maintenance of high standards of medical laboratory services and to encourage the most economical use of available resources. Private, public health and **hospital** laboratories are inspected, as necessary, and facts on all aspects of laboratory operations are gathered. The branch also issues licences to specimen collection centres.

Laboratory Licensing and Inspection  
Service  
81A Resources Rd.  
Etobicoke M9P 3T1  
416-235-6054

Public Health Laboratory  
Central Laboratory  
81 Resources Rd.  
Box 9000, Terminal "A"  
Etobicoke M9P 3T1  
416-235-5952

Public Health Laboratory  
Hamilton Psychiatric Hospital  
250 Fennell Ave. W., Box 2100  
Hamilton L8N 3R5  
905-385-5379

Public Health Laboratory  
Government Bldg.  
181 Barrie St., Box 240  
Kingston K7L 4V8  
613-548-6630

Public Health Laboratory  
London Psychiatric Hospital  
850 Highbury Ave.  
Box 5704, Terminal "A"  
London N6A 4L6  
519-455-9310

Public Health Laboratory  
750 Memorial Ave.  
Box 600  
Orillia L3V 6K5  
705-325-7449

Public Health Laboratory  
2380 St. Laurent Blvd.  
Ottawa K1G 5A4  
613-736-6800

Public Health Laboratory  
Midwestern Regional Children's Centre  
Box 700, Highway #23  
Palmerston N0G 2P0  
519-343-3102

Public Health Laboratory  
99 Hospital Dr., Box 265  
**Peterborough** K9J 6Y8  
705-743-6811

Public Health Laboratory  
160 McDougall St.  
Box 220  
**Sault Ste. Marie** P6A 5L6  
705-254-7132

Public Health Laboratory  
1300 Paris Cres.  
**Sudbury** P3E 3A3  
705-523-6917  
(Timmins Satellite)

Public Health Laboratory  
336 South Syndicate Ave.  
Box 1100, Station "F"  
**Thunder Bay** P7C 4X9  
807-622-6449

Public Health Laboratory  
67 Wilson Ave.  
**Timmins** P4N 2S5  
705-267-6633

Public Health Laboratory  
3400 Huron Church Rd.  
Box 1616  
**Windsor** N9A 6S2  
519-969-4341

## HEALTH INSURANCE DIVISION PROVIDER SERVICES BRANCH

Macdonald-Cartier Bldg., 2nd Flr.  
49 Place d'Armes  
P. O. Box 48  
Kingston K7L 5J3  
613-548-6555  
416-327-4412 (Toronto)  
Fax 613-548-6309

The Provider Services Branch establishes policies and manages fee for service payments to physicians, practitioners, and private **medical** laboratories. The branch assesses payment patterns, researches policy changes and provides ongoing management information. The branch implements payment policies and rules and monitors and assesses claims submitted to the Ministry. In addition, the branch sets policy and manages the out of province and out of country payment program. The branch liaises with professional organizations and licensing bodies for the following groups: **physicians**, laboratories, **dentists**, **osteopaths**, **chiropractors**, **optometrists** and **physiotherapists** and maintains a registry of all providers who bill the Ministry of Health for **health** services.

Complaints with respect to provider billings or practices may be directed to this branch. For inquiries on payment of claims, contact the district offices listed under the Claims Payment Division entry.

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**INSTITUTIONAL SERVICES DIVISION**

15 Overlea Blvd. 7th Flr.

Toronto M4H 1A9

416-327-7126

Fax 416-327-7159

The Institutional Services Division develops and coordinates the institutional health division programs; develops operating, financial and planning policies and guidelines; manages the capital programs and the x-ray inspection service.

The Central Ontario Region, South/West Ontario Region, and North Eastern Ontario Region, are the three new regional operational branches, which work with hospitals, related facilities and district health councils to plan and manage hospital reform, and funds and monitors the regional and district institutional health care system.

In the Central Region there are 67 hospitals, 3 children's treatment centres and 6 district health councils; as well as two specialized programs (The Ontario Cancer Treatment and Research Foundation and the Canadian Blood Agency).

In the South/West Region there are 76 hospitals, 8 children's treatment centres and 12 district health councils.

In the North/East Region there are 90 hospitals, 5 children's treatment centres and 14 district health councils.

**INSTITUTIONAL SERVICES DIVISION****MENTAL HEALTH FACILITIES BRANCH**

15 Overlea Blvd., 6th Flr.

Toronto M4H 1A9

416-327-7586

The Mental Health Facilities Branch is responsible for funding and operation of the province's ten **psychiatric hospitals**; assessing, approving, and monitoring the operations of the Clark Institute, Homewood Health Centre, Institute of Psychotherapy, Royal Ottawa Health Care Group and Network North; the coordination of activities of all the psychiatric units in the public hospitals. The total bed capacity of the psychiatric hospitals and psychiatric units is approximately 6,200 and is legislated under the Ontario Mental Health Act and the Public Hospitals Act.

The facilities provide a range of adult psychiatric services, including acute, rehabilitation, and long-term care. They also provide specialized care for forensic and dually diagnosed patients with either mental retardation or drug and alcohol dependencies, psychiatric disabilities, and adolescent programs and services for persons suffering from acquired brain damage. The ten provincially operated facilities and four community hospitals are listed below:

Brockville Psychiatric Hospital  
Prescott Rd., P. O. Box 1050  
Brockville K6V 5W7  
613-345-1461

The Homewood Health Centre  
150 Delhi St.  
Guelph N1E 6K9  
519-824-1010



Hamilton Psychiatric Hospital  
P. O. Box 585  
**Hamilton** L8N 3K7  
905-388-2511

Kingston Psychiatric Hospital  
P. O. Box 603  
**Kingston** K7L 4X3  
613-546-1101

London Psychiatric Hospital  
850 Highbury Ave.  
P. O. Box 2532  
**London** N6A 4H1  
519-455-5110

North Bay Psychiatric Hospital  
P. O. Box 3010  
**North Bay** P1B 8L1  
705-474-1200

Royal Ottawa Health Care Group  
1145 Carling Ave.  
**Ottawa** K1Z 7K4  
613-722-6521

Mental Health Centre, Penetanguishene  
P. O. Box 5000  
**Penetanguishene** L0K 1P0  
519-549-3181

St. Thomas Psychiatric Hospital  
P. O. Box 2004  
**St. Thomas** N5P 3V9  
519-631-8510

Sudbury Algoma Hospital  
Network North  
680 Kirkwood Dr.  
**Sudbury** P3E 1X3  
705-675-9192

Lakehead Psychiatric Hospital  
580 Algoma St. N.  
P. O. Box 2930  
**Thunder Bay** P7B 5G4  
807-343-4300

Clarke Institute of Psychiatry  
250 College St.  
**Toronto** M5T 1R8  
416-979-2221

Queen St. Mental Health Centre  
1001 Queen St. W.  
**Toronto** M6J 1H4  
416-535-8501

Whitby Psychiatric Hospital  
700 Gordon St.  
P. O. Box 613  
**Whitby** L1N 5S9  
416-668-5881

## ASSISTANT DEPUTY MINISTER - POPULATION HEALTH & COMMUNITY SERV. SYSTEM GROUP

### POPULATION HEALTH & COMMUNITY SERV. SYSTEM GROUP

Hepburn Block, 9th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1R3  
416-327-4537  
Fax 416-327-4409

The Population Health and Community Services System Group has program and divisional responsibility for activities relating to a comprehensive reform of the long-term care system for the elderly and individuals with physical disabilities, as well as activities relating to Community Health, Community Mental Health, Public Health, Health Promotion, Emergency Health Services, and Assistive Devices.

See also the Ministry of Community and Social Services, Population Health and Community Services System Group.

**ASSISTIVE DEVICES BRANCH**

7 Overlea Blvd., 6th Flr.

Toronto M4H 1A8

416-327-8804

1-800-268-6021 (Toll-free)

1-800-268-6023 (Toll-free) (TDD)

1-800-267-9458 (Toll-free) Payment

The **Assistive Devices Program (ADP)** contributes to the cost of selected and prescribed equipment and supplies for Ontario residents who have long term physical **disabilities**.

Devices covered for individuals of all ages are: prostheses; wheelchairs/mobility aids and specialized seating systems; ostomy supplies; hearing aids and **respiratory** equipment; orthoses (braces, splints); low tech vision and communications aids. ADP contributes up to 75 percent of the cost.

The program pays up to 75 percent of the cost of the following devices for Ontario residents born after July 1, 1963: burn scar and vascular compression garments and lymphedema pumps; high tech low vision and **communication** aids; incontinence supplies; enteral feeding devices and oxygen.

Individuals claiming support through ADP must have an application form completed. Applicants must see a therapist, nurse or other **health** care professional registered with the ADP who will identify the most appropriate equipment (or supplies) to meet the applicant's need.

The ADP then contributes financially to the purchase of the identified equipment or supplies through payment to equipment vendors holding contracts with ADP or by direct payment to the individual.

**COMMUNITY HEALTH DIVISION**

15 Overlea Blvd., 3rd Flr.

Toronto M4H 1A9

416-327-7225

The Community Health Division ensures the efficient and effective management of programs in the area of Community Health, Public Health, Health Promotion, Community Mental Health, the AIDS Bureau, Substance Abuse Office and Office of Children and Youth Health Policy.

**COMMUNITY HEALTH DIVISION****AIDS BUREAU**

15 Overlea Blvd., 3rd Flr.

Toronto M4H 1A9

416-327-8797

1-800-268-6066 (Toll-free)

The AIDS Bureau provides updated information on all AIDS related issues; provides funding to community-based groups; provides general educational information to the public; and, liaises with other branches within the Ministry of Health on other AIDS issues.

COMMUNITY HEALTH DIVISION  
COMMUNITY HEALTH BRANCH  
15 Overlea Blvd., 6th Flr.  
Toronto M4H 1A9  
416-327-7535

The Community Health Branch is responsible for administering the Health Service Organization and Community Health Centre Program and the Comprehensive Health Organization Program, the Midwifery Program and the Northern Diabetes Network.

COMMUNITY HEALTH DIVISION  
COMMUNITY HEALTH BRANCH  
COMPREHENSIVE HEALTH ORGANIZATION PROGRAM  
Macdonald-Cartier Bldg.  
49 Place d'Armes, 4th Flr.  
Kingston K7L 5J3  
613-548-6247  
Fax 613-548-6759

The Comprehensive Health Organization Program is the responsibility of the Community Health Division.

A Comprehensive Health Organization (CHO) is a non-profit corporation which assumes responsibility for providing or purchasing the delivery of health and related services to a defined population. The CHO is formed from existing health delivery elements including physician, hospitals, other provider groups and the community. Services are provided under the direction of a single, unified administration responsible to a community board with a minimum 50 percent consumer participation. Mechanisms for ensuring quality assurance, and evaluation are combined with health promotion and illness prevention strategies. CHO activities support an emphasis on achieving the highest degree of independent living by CHO members.

COMMUNITY HEALTH DIVISION  
COMMUNITY HEALTH BRANCH  
HEALTH SERVICE ORGANIZATION AND COMMUNITY HEALTH CENTRE PROGRAM  
15 Overlea Blvd., 6th Flr.  
Toronto M4H 1A9  
416-327-7547

Health Service Organizations (HSOs) are general practitioner and physician groups which receive capitation payment for health services in lieu of Ontario Health Insurance fee for service. HSOs' capitation payments are on behalf of enrolled roster populations. Further information can be obtained by writing to the program at the above address.

**Community Health Centres (CHCs)** are community-sponsored organizations providing primary health care services to a specified population with a high disease burden or need for improved access to care. CHC funding is provided through program-based budgets developed by the Ministry. District Health Councils review and rank CHC program proposals which must identify the health needs of their population. Information on the program can be obtained by writing to the above address.

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COMMUNITY HEALTH DIVISION  
COMMUNITY MENTAL HEALTH BRANCH  
15 Overlea Blvd., 4th Flr.  
Toronto M4H 1A9  
416-327-7239  
Fax 416-327-7281

The Community Mental Health Branch operates the **Community Mental Health Program/Addictions Services Program** which funds a range of **hospital** and community-based mental health, addictions, and sexual assault services, including prevention, social rehabilitation, vocational, case management, crisis, self help, housing, psychogeriatric, detoxification, assessment/referral, counselling/day treatment, and residential treatment. The branch administers the **Homes for Special Care Program** by coordinating inspections and **licensing** both **nursing homes** and homes for special care facilities for former patients of Ontario **psychiatric** hospitals.

COMMUNITY HEALTH DIVISION  
HEALTH PROMOTION BRANCH  
36 Toronto St., 6th Flr.  
Toronto M5G 2C5  
416-314-5493  
416-314-5493 (Grant Information)  
Fax 416-314-5497

The Health Promotion Branch is responsible for the development and implementation of program and policy initiatives in the area of **health** promotion. Activities include developing and implementing province-wide projects and policies; and providing information on various health promotion strategies and interventions.

The Policy Development and Coordination Unit coordinates health promotion policy and assists other internal and external areas in the Ministry of Health, in developing policies.

The Community Development Unit supports local communities by assisting them in developing and implementing health promotion initiatives. This area administers the **Health Promotion Grants Program** which provides **grants** to non-profit organizations, for a broad range of community-based health promotion projects. The unit also provides training and resource materials to communities on a variety of health promotion topics.

The Social Marketing Unit develops, supports, and evaluates community health promotion demonstration projects on specific health issues for later diffusion and dissemination.

COMMUNITY HEALTH DIVISION  
ONTARIO SUBSTANCE ABUSE BUREAU  
880 Bay St., 4th Flr.  
Toronto M5S 1Z6  
416-327-8856  
Fax 416-327-0854

The Ontario Substance Abuse Bureau within the Ministry of Health is responsible for coordinating the inter-ministry Provincial Substance Abuse Strategy so as to prevent and reduce abuse of substances which contribute to ill health such as alcohol, prescription drugs,



inhalants, solvents and illicit drugs. The Bureau also coordinates the Ministry of Health's own substance abuse strategy, including the linkages with the Addiction Research Foundation, and is responsible for the funding and operation of addictions treatment agencies throughout Ontario.

## COMMUNITY HEALTH DIVISION PUBLIC HEALTH AGENCIES

A Public Health Unit is an official health agency established by a group of urban and rural municipalities to provide a more efficient community health program, carried out by full-time, specially qualified people.

There are 42 public health units in Ontario. Health units administer health promotion and disease prevention programs directed to: healthy life-styles; communicable disease control including education in STDs/AIDS, immunization, food premises inspection; healthy growth and development including parenting education, health education for all age groups, selected screening services.

Each health unit is governed by a board of health, which is an autonomous corporation under the Health Protection and Promotion Act, and is administered by the medical officer of health who reports to the local board of health. The board is largely made up of elected representatives from the local municipal councils. The Ministry cost-shares the expenses with the municipalities. For details about the delivery of local public health services, contact the nearest public health unit, listed below:

**Simcoe County District Health Unit**  
15 Sperling Dr.

**Barrie** L4M 6K9  
705-721-7330

**Hastings and Prince Edward Counties Health Unit**

179 North Park St.  
**Belleville** K8P 4P1  
613-966-5500

**Muskoka-Parry Sound Health Unit**  
10 Pine St.

**Bracebridge** P1L 1N3  
705-645-4471

**Peel Regional Health Dept.**  
199 County Court Blvd.

**Brampton** L6W 4P3  
905-791-9400

**Brant County Health Unit**  
194 Terrace Hill St.

**Brantford** N3R 1G7  
519-753-7377

**Leeds, Grenville and Lanark District Health Unit**

458 Laurier Blvd.  
**Brockville** K6V 7A3  
613-345-5685

**Kent-Chatham Health Unit**  
435 Grand Ave. W.

P. O. Box 1136  
**Chatham** N7M 5L8  
519-352-7270

**Huron County Health Unit**  
Huronview Bldg.

Highway 4  
Box 1120  
**Clinton** N0M 1L0  
519-482-3416

**Eastern Ontario Health Unit**  
1000 Pitt St.

**Cornwall** K6J 5T1  
613-933-1375

East York Health Unit  
850 Coxwell Ave.  
**East York** M4C 5R1  
416-461-8136

Etobicoke Health Unit  
City Hall  
399 The West Mall  
**Etobicoke** M9C 2Y2  
416-394-8300

Wellington-Dufferin-Guelph Health Unit  
205 Queen St. E.  
**Fergus** N1M 1T2  
519-843-2460

Hamilton-Wentworth Regional Health Unit  
25 Main St. W.  
P. O. Box 897  
**Hamilton** L8N 3P6  
905-546-3500

Northwestern Health Unit  
21 Wolsley St.  
**Kenora** P9N 3W7  
807-468-3147

Kingston, Frontenac, Lennox and  
Addington Health Unit  
221 Portsmouth Ave.  
**Kingston** K7M 1V5  
613-549-1232

Waterloo Health Unit  
850 King St. W.  
**Kitchener** N2G 1E8  
519-744-7357

Middlesex-London Health Unit  
50 King St.  
**London** N6A 5L7  
519-663-5317

Timiskaming Health Unit  
221 Whitewood Ave.  
P. O. Box 1240  
**New Liskeard** P0J 1P0  
705-647-4305

York Regional Health Unit  
22 Prospect St.  
**Newmarket** L3Y 3S9  
905-895-4511

North Bay and District Health Unit  
101 McIntyre St. W.  
P. O. Box 450  
**North Bay** P1B 8J1  
705-474-1400

North York Health Unit  
5100 Yonge St.  
**North York** M2N 5V7  
416-395-7700

Halton Regional Health Unit  
1151 Bronte Rd.  
P. O. Box 7000  
**Oakville** L6J 6E1  
905-825-6060

Ottawa-Carleton Regional Health Unit  
495 Richmond Rd.  
**Ottawa** K2A 4A4  
613-722-2328

Bruce-Grey-Owen Sound Health Unit  
920 First Ave., W.  
**Owen Sound** N4K 4K5  
519-376-9420

Renfrew County and District Health Unit  
7 International Dr.  
**Pembroke** K8A 6W5  
613-732-3629

Peterborough County-City Health Unit  
10 Hospital Dr.  
**Peterborough** K9J 8M1  
705-743-1000

Lambton Health Unit  
160 Exmouth St.  
**Point Edward** N7T 7Z6  
519-383-8331

Haliburton, Kawartha, Pine Ridge District  
Health Unit  
200 Rose Glen Rd.  
Box 90  
**Port Hope** L1A 3V9  
905-885-9100

Algoma Health Unit  
Civic Centre  
99 Foster Dr., 6th Flr.  
**Sault Ste. Marie** P6A 5X6  
705-759-5287

Scarborough Health Department  
Scarborough Civic Centre  
160 Borough Dr.  
**Scarborough** M1P 4N8  
416-396-7454

Haldimand-Norfolk Regional Health Unit  
365 West St.  
Box 247  
**Simcoe** N3Y 4L1  
519-426-6170

Niagara Regional Area Health Unit  
573 Glenridge Ave.  
P. O. Box 3040  
**St. Catharines** L2R 7E3  
905-688-3762

Elgin-St. Thomas Health Unit  
99 Edward St.  
**St. Thomas** N5P 1Y8  
519-631-9900

Perth District Health Unit  
653 West Gore St.  
**Stratford** N5A 1L4  
519-271-7600

Sudbury and District Health Unit  
1300 Paris Cr.  
**Sudbury** P3E 3A3  
705-522-9200

Thunder Bay District Health Unit  
999 Balmoral St.  
P. O. Box 1024  
**Thunder Bay** P7C 4X8  
807-625-5900

Porcupine Health Unit  
169 Pine St. S.  
P. O. Bag 2012  
**Timmins** P4N 8B7  
705-267-1181

Toronto Health Unit  
City Hall  
7th Flr., E. Tower  
100 Queen St. W.  
**Toronto** M5H 2N2  
416-392-7401

York Health Unit (City of)  
2700 Eglinton Ave. W.  
**Toronto** M6M 1V1  
416-394-2436

Durham Regional Health Unit  
Lang Tower, Ste. 210  
1615 Dundas St. E.  
**Whitby** L1N 2L1  
905-723-8521

Windsor-Essex County Health Unit  
1005 Ouellette Ave.  
**Windsor** N9A 4J8  
519-258-2146

Oxford County Health Unit  
410 Buller St.  
Box 485  
**Woodstock** N4S 7Y5  
519-539-6121

COMMUNITY HEALTH DIVISION  
PUBLIC HEALTH BRANCH

15 Overlea Blvd., 5th Flr.

Toronto M4H 1A9

416-327-7392

Fax 416-327-7438

The Public Health Branch provides leadership and support to Ontario's **public health** system through comprehensive consultant support services to 42 boards of health, advice to corporate management on public health issues, a provincial epidemiology service and response to control outbreaks of disease, and management of transfer payments for public health programs. The branch also maintains a comprehensive database for **health** care planning at the Ministry and local levels.

COMMUNITY HEALTH DIVISION  
PUBLIC HEALTH BRANCH  
CORPORATE LIAISON AND RESOURCE SERVICE

15 Overlea Blvd., 5th Flr.

Toronto M4H 1A9

416-327-7398

Fax 416-327-7438

The Corporate Liaison and Resource Service is responsible for planning and coordinating the implementation of public health programs through the 42 boards of health in Ontario; liaising with the board chairmen and medical officers of health, for the boards of health on management, administration and organizational issues; coordinating the branch's funding to boards of health, and providing information systems support to public health programs.

COMMUNITY HEALTH DIVISION  
PUBLIC HEALTH BRANCH  
DISEASE CONTROL SERVICE

15 Overlea Blvd., 5th Flr.

Toronto M4H 1A9

416-327-7413

Fax 416-327-7438

This office is a comprehensive provincial epidemiology service which collects **statistics** on **disease** trends, including infectious and non-infectious diseases, sexually transmitted diseases, including **AIDS**, animal diseases with human implications, and various environmental hazards with **public health** implications.

The office supplies Local Boards of Health with **vaccines**, **snake** anti-venom, anti-**rabies** treatment and **drugs** for the treatment of **tuberculosis**, leprosy and **sexually transmitted diseases**. A consultative service is provided to Medical Officers of Health, private physicians, other ministries and agencies in matters of disease control.



COMMUNITY HEALTH DIVISION  
PUBLIC HEALTH BRANCH  
EPIDEMIOLOGY AND HEALTH PLANNING SERVICE  
15 Overlea Blvd., 5th Flr.  
Toronto M4H 1A9  
416-327-8820  
Fax 416-327-7438

The Epidemiology and Health Planning Service provides a central resource in the areas of epidemiology, health surveillance, public health research and public health planning. Consultation and advice is provided to staff of the Public Health Branch and to local official health agencies. In conjunction with other services in the branch, the Service is responsible for the planning and implementation of **public health research** projects; collection, analysis, interpretation and dissemination of health information; evaluation of public health programs and activities; and issue identification, analysis and policy formulation.

COMMUNITY HEALTH DIVISION  
PUBLIC HEALTH BRANCH  
OFFICE OF THE CHIEF MEDICAL OFFICER OF HEALTH  
15 Overlea Blvd., 5th Flr.  
Toronto M4H 1A9  
416-327-7392  
Fax 416-327-7438

This office provides recommendations for policy and long-range planning to prevent the spread of **disease**, promote and protect **health**. The Chief Medical Officer of Health monitors the organization and delivery of **public health** programs and services provided by local boards of health and, when directed by the Minister, will act to protect health and ensure the provision of necessary public health programs and services.

COMMUNITY HEALTH DIVISION  
PUBLIC HEALTH BRANCH  
PUBLIC HEALTH PROMOTION SERVICE  
15 Overlea Blvd., 5th Flr.  
Toronto M4H 1A9  
416-327-7377  
Fax 416-327-7438

The Public Health Promotion Service is a multi-disciplinary team of public health professionals who work in close collaboration with local health agencies, federal and municipal governments, universities and professional associations to identify and respond to province-wide **public health** needs. The service provides technically-competent consultative support in the practice of public health to field agencies/organizations in the areas of healthy growth and development (healthy children, adolescents, adults, elderly, reproductive health and sexual health) and healthy life-styles (tobacco use prevention, substance abuse prevention, **nutrition** promotion and physical activity promotion). The service also administers the Newborn Screening Program and the **dental** treatment program for children in need. For the delivery of local public health services, contact the nearest public health unit, listed under the Public Health Agencies entry.

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**EMERGENCY HEALTH SERVICES BRANCH**

Overlea Blvd., 7th Flr.

Toronto M4H 1A8

416-327-7900

The branch is responsible for the provision of basic life support and advanced (paramedic) ambulance services in Ontario. Activities include **licensing** private, municipal and hospital-based **ambulance** services; operating nine services staffed by Ministry of Health personnel; and coordinating air ambulance transfers through a central communications centre, listed below. Emergency ambulance service can be requested via the number listed in local telephone directories or by dialing "0" for operator and asking for Zenith 90000. 911 is the preferable method of access where available.

Six regional offices are located throughout the province. Staff provide a direct link with the head office in Toronto; coordinate the review and approval of funds allocated to each ambulance service; offer advice related to **disaster** planning and ambulance service training programs; evaluate ambulance vehicle and equipment needs within the region; liaise with all levels of municipal, provincial, and federal governments to ensure appropriate ambulance services; provide advice to ambulance service operators to ensure service consistent with legislated requirements; and handle public inquiries and **complaints** with the system. The regional offices are listed below:

75 Spring St.

P. O. Box 790

**Almonte** K0A 1A0

613-256-3070

273 Tiffin St., Ste. 101

**Barrie** L4N 2N3

705-726-3541

282 Fennell Ave.

P. O. Box 120, LCD1

**Hamilton** L8L 7T5

905-383-6656

205 York St., 3rd Flr.

**London** N6A 1B4

519-661-1790

199 Larch St., 1st Flr.

**Sudbury** P3E 5P9

705-675-4336

435 South James St., Ste. 223

**Thunder Bay** P7E 6E3

807-475-1290

Medical Air Transport Centre

15 Overlea Blvd., 1st Flr.

**Toronto** M4H 1A9

416-963-1150

416-327-8198

Air Ambulance Claims Processing &amp;

Invoice Payment

705-726-8103

Emergency Room After hour Duty Officer

**LONG-TERM CARE DIVISION**  
**LONG-TERM CARE DIVISION**  
 Hepburn Block, 5th Flr.  
 80 Grosvenor St.  
 Queen's Park, Toronto M7A 1E9  
 416-327-8370  
 Fax 416-327-8375

Long-Term Care Division is responsible for managing the integration of health and social services programs in a decentralized structure aimed at the elderly and people with physical disabilities, as well as, the implementation of the government's long-term care redirection plan. Fourteen area offices have been established across the province. They will work with local organizations, Ministry of Community and Social Services area offices and District Health Councils to plan the local implementation of the long term care redirection. These offices will also be responsible for program coordination, financial management and service monitoring. Area offices are listed below.

11 Victoria St., Ste. 200  
**Barrie** L4N 6T3  
 705-739-6470  
 Fax 705-739-6473  
 1-800-463-0102 (Toll-free)

119 King St. W., 10th Flr.  
**Hamilton** L8N 3Z9  
 905-546-8294  
 Fax 905-546-8255

859 Princess St.  
**Kingston** K7L 1G7  
 613-531-9629  
 Fax 613-548-6774  
 1-800-667-1062 (Toll-free)

231 Dundas St., Ste. 201  
**London** N6A 1H1  
 519-675-7680  
 Fax 519-675-7685  
 1-800-663-3775 (Toll-free)

4 Robert Speck Parkway, Ste. 310  
**Mississauga** L4Z 1S1  
 905-279-7867  
 Fax 905-279-7878  
 1-800-565-4213 (Toll-free)

176 Main St. W., 2nd Flr.  
**North Bay** P1B 2T6  
 705-494-4024  
 Fax 705-494-4030  
 1-800-363-8157 (Toll-free)

47 Clarence St., Ste. 310  
**Ottawa** K1N 9K1  
 613-238-4263  
 Fax 613-239-1535  
 1-800-668-1697 (Toll-free)

150 King St., 3rd Flr.  
**Peterborough** K9J 2R9  
 705-741-5634  
 Fax 705-745-1446  
 1-800-567-1045 (Toll-free)

1 St. Paul St., Ste. 203, Phase I  
**St. Catharines** L2R 7L2  
 905-988-5788  
 Fax 905-988-5566  
 1-800-567-0251 (Toll-free)

200 Brady St., 6th Flr., West Tower  
**Sudbury** P3E 5K3  
 705-688-3130  
 Fax 705-688-3133

180 Park Ave., Ste. 130  
**Thunder Bay** P7B 6J4  
 807-346-9300  
 Fax 807-343-7567

2161 Yonge St., Ste. 201  
**Toronto** M4S 3A6  
 416-327-8952  
 Fax 416-327-4486

470 Weber St. N., Ste. 201  
**Waterloo** N2L 6J2  
519-725-2850  
Fax 519-571-6008  
1-800-665-0143 (Toll-free)

215 Eugenie St. W., Ste. 300  
**Windsor** N8X 2X7  
519-250-0788  
Fax 519-973-1360  
1-800-667-5953 (Toll-free)

**LONG-TERM CARE DIVISION**  
**IN-HOME SERVICES BRANCH**  
Hepburn Block, 5th Flr.  
80 Grosvenor St.  
Queen's Park, Toronto M7A 1E9  
416-326-9728

This branch provides community services through the Ministry of Health, Long-Term Care Division. These include Home Care, School Health Support Services, Integrated Homemaker Program and Placement Coordination Services.

In addition, the branch also develops operational policies, and provides advice on the development of policies, program design, regulations, and on the communication of policies.

**LONG-TERM CARE DIVISION**  
**IN-HOME SERVICES BRANCH**  
**HOME CARE PROGRAM**  
15 Overlea Blvd., 6th Flr.  
Toronto M4H 1A9  
416-327-7458

The Home Care Program provides services at the community level on a visitation basis to patients who are referred by their physicians and who meet the eligibility criteria. The basic criterion is requirement of a professional service such as **nursing, physiotherapy, occupational therapy or speech therapy**. Patients may also be eligible for additional services including: **nutritional** counselling, medical **social work, drugs, medical** supplies and equipment, or **homemaking**. The two components of **Home Care**, acute and chronic, are available throughout the province.

**LONG-TERM CARE DIVISION**  
**IN-HOME SERVICES BRANCH**  
**INTEGRATED HOMEMAKER PROGRAM**  
15 Overlea Blvd., 6th Flr.  
Toronto M4H 1A9  
416-327-7460

The Integrated Homemaker Program is administered through the **Home Care** Program providing homemaking and personal care services to assist the frail elderly and adult disabled to remain in their own homes, in the community, or to allow them to return home from a hospital or other institution.

The basic eligibility is assessed on the individual's need for **homemaking** services and neither a financial or medical test/referral is required.



**LONG-TERM CARE DIVISION  
IN-HOME SERVICES BRANCH  
PLACEMENT COORDINATION SERVICES**

15 Overlea Blvd., 6th Flr.

Toronto M4H 1A9

416-327-7462

Placement Coordination Services (PCS), started in 1979 and totally funded by the Ministry, provides a single channel to help people requiring placement in long-term care facilities obtain suitable **accommodation** and appropriate services. A placement coordination service may be sponsored locally by any non-profit planning or service agency. Sponsoring groups must obtain written agreement from the majority of local hospitals, nursing homes and homes for the aged signifying their participation before a program can be funded by the Ministry. Further information can be obtained by writing to the program at the above address or by contacting one of the local services listed below:

**Peel Region PCS**

10 Peel Centre Dr.

**Brampton** L6T 4B9

905-791-9400 Ext. 4872

Fax 905-791-5799

**Brant County PCS**

446 Gray St., Ste. 101

**Brantford** N3S 7L6

519-759-3141

Fax 519-759-3960

**Leeds, Grenville & Lanark PCS**

458 Laurier Blvd.

**Brockville** K6V 7A3

613-342-8824

Fax 613-345-3294

1-800-267-8116 (Toll-free)

**Kent County PCS**

204 to 405 Riverview Dr.

R. R. 5

**Chatham** N7M 5J5

519-352-5257

Fax 519-352-4533

**Eastern Counties PCS**

205 Second St. E.

**Cornwall** K6H 1Y6

613-932-3681

Fax 613-932-0998

**Wellington PCS**

176 Speedvale Ave. W., Unit 2

**Guelph** N1H 1C3

519-824-5021

Fax 519-824-3327

**Hamilton-Wentworth PCS**

414 Victoria Ave. N.

**Hamilton** L8L 5G8

905-528-1512

Fax 905-522-2812

**Kingston, Frontenac, Lennox and  
Addington PCS**

605 Justus Dr.

**Kingston** K7M 4H5

613-384-7090

Fax 613-384-6924

**Waterloo Region PCS**

40 Spadina Rd. W.

**Kitchener** N2M 1E9

519-749-6789

Fax 519-749-6798

**Thames Valley PCS**

Suite 100, Lower Level

1151 Florence St.

**London** N5W 2M7

519-457-1210

Fax 519-457-1313

1-800-265-1521 (Toll-free)

**York Region PCS**  
 543 Timothy St.  
**Newmarket L3Y 1R1**  
 905-836-9511  
 Fax 905-836-6588  
 1-800-387-7457 (Toll-free)

**Halton PCS**  
 481 North Service Rd. W., Ste. 6  
**Oakville L6M 2V6**  
 905-847-6206  
 Fax 905-847-5425

**Ottawa PCS**  
 955 Green Valley Cr., Ste. 380  
**Ottawa K2C 3V4**  
 613-727-0132  
 Fax 613-727-6914

**Continuing Care Co-ordination**  
**Family Counselling Services of**  
**Peterborough**  
 318 Stewart St.  
**Peterborough K3J 3N1**  
 705-741-6444  
 Fax 705-741-1734  
 1-800-461-6570 (Toll-free)

**Sarnia-Lambton PCS**  
 167 Kendall St.  
**Point Edward N7V 4G6**  
 519-336-0172  
 Fax 519-336-2619  
 1-800-265-1445 (Toll-free)

**Algoma District PCS**  
 Market Mall  
 275 Second Line W.  
**Sault Ste. Marie P6C 2J4**  
 705-759-2491  
 Fax 705-942-8043  
 1-800-668-7705 (Toll-free)

**Sudbury-Manitoulin PCS**  
 1300 Kelly Lake Rd.  
**Sudbury P3E 5P4**  
 705-671-3151  
 Fax 705-671-9399  
 1-800-461-2919 (Toll-free)

**Niagara PCS**  
 3550 Schmon Parkway, Unit 3  
**Thorold L2V 4Y6**  
 905-988-3667  
 Fax 905-988-3670  
 1-800-263-7161 (Toll-free)

**Thunder Bay PCS**  
 665 Beaverhall Place  
**Thunder Bay P7E 3N1**  
 807-475-8013  
 Fax 807-473-0694

**Cochrane District PCS**  
 169 Pine St. S.  
 P. O. Bag 2012  
**Timmins P4N 8B7**  
 705-267-7766  
 Fax 705-264-3980

**Haldimand-Norfolk PCS**  
 101 Nanticoke Creek Parkway  
 P. O. Box 5156  
**Townsend N0A 1S0**  
 519-587-4862  
 Fax 519-587-4671  
 1-800-265-2821 (Toll-free)

**Durham Region PCS**  
 Lang Tower, 2nd Flr.  
 1615 Dundas St. E.  
**Whitby L1N 2L1**  
 905-725-5700  
 Fax 905-725-5713  
 1-800-668-5835 (Toll-free)

**Windsor-Essex PCS**  
 3000 Temple Dr.  
**Windsor N8W 5E5**  
 519-974-3388  
 Fax 519-974-3051

**LONG-TERM CARE DIVISION  
IN-HOME SERVICES BRANCH  
SCHOOL HEALTH SUPPORT SERVICES**

15 Overlea Blvd., 6th Flr.

Toronto M4H 1A9

416-327-7462

School Health Support Services provides nursing, physiotherapy, speech therapy, occupational therapy and nutritional counselling on a visitation basis to **children** in public schools, (as defined by the Education Act), when treatment outside the school setting would disrupt the child's educational program. Referrals should be made to the nearest local Home Care Program. Telephone numbers are listed below:

Patient Referral Centre  
c/o Belleville General Hospital  
265 Dundas St. E., P. O. Box 428  
**Belleville** K8N 5A9  
613-966-3530

Peel Regional Health Unit  
199 County Court Blvd.  
**Brampton** L6W 4P3  
905-791-9400

225 St. Paul Ave., 8th Flr.  
**Brantford** N3R 5Z3  
519-759-7752

c/o Leeds, Grenville and  
Lanark Health Unit  
458 Laurier Blvd.  
**Brockville** K6V 7A3  
613-345-0060

460 Brant St.  
**Burlington** L7R 4B6  
905-639-5228

220 Riverview Dr.  
P. O. Box 306  
**Chatham** N7M 5K4  
519-351-9780

80 Mary St.  
P. O. Box 458  
**Clinton** N0M 1L0  
519-482-3411

1000 Pitt St.  
**Cornwall** K6J 5T1  
613-933-1375

1223 Michael St.  
**Gloucester** K1J 7T2  
613-745-5525

2 Quebec St., 2nd Flr.  
**Guelph** N1H 2T3  
519-823-2550

414 Victoria Ave. N.  
**Hamilton** L8L 5G8  
905-529-0700

Medical Centre  
Group Box 89, R. R. 3  
**Huntsville** P0A 1K0  
705-789-6451

North Western Health Unit  
21 Wolsley St.  
**Kenora** P9N 3W7  
807-468-6740

605 Justus Dr.  
**Kingston** K7M 4H5  
613-384-7090

31 Station Rd. N.  
P. O. Box 98  
**Kirkland Lake** P2N 3M6  
705-567-9355

108 Angeline St. S.  
P. O. Box 565  
**Lindsay** K9V 4S5  
705-324-9165

50 King St.  
**London** N6A 5L7  
519-663-5410

Simcoe County Admin. Bldg.  
**Midhurst** L0L 1X0  
705-726-0100

Regional Municipality of York  
1100 Gorham St., Unit 1  
**Newmarket** L3Y 7V1  
905-731-2900

101 McIntyre St. W.  
P. O. Box 450  
**North Bay** P1B 8J1  
705-474-1400

301-920 1st Ave. W.  
**Owen Sound** N4K 4K5  
519-371-2112

50-B Sequin St.  
**Parry Sound** P2A 1B4  
705-746-9351

7 International Dr.  
**Pembroke** K8A 6W5  
613-735-4133

10 Hospital Dr.  
**Peterborough** K9J 8M1  
705-743-2212

171 Kendall St.  
**Point Edward** N7V 4G6  
519-336-8112

369 Queen St. E., Ste.1  
**Sault Ste. Marie** P6A 1W4  
705-949-1650

76 Victoria St.  
**Simcoe** N3Y 1L5  
519-426-7400

573 Glenridge Ave.  
P. O. Box 3041  
**St. Catharines** L2R 7E3  
905-684-9441

99 Edward St.  
**St. Thomas** N5P 1Y8  
519-631-9900

653 West Gore St.  
**Stratford** N5A 1L4  
519-273-2010

Regency Gate  
1760 Regent St. S.  
**Sudbury** P3E 3Z8  
705-522-3460

405 West Isabella St.  
**Thunder Bay** P7E 5E5  
807-475-5232

169 Pine St., Postal Bag 2012  
**Timmins** P4N 8B7  
705-267-1181

175 Columbia St. W.  
**Waterloo** N2L 5Z5  
519-886-8160

605 Brock St. N.  
**Whitby** L1N 4J3  
905-430-3308

45 Sheppard Ave. E., 7th Flr.  
**Willowdale** M2N 5W9  
416-229-2929 Ext. 376

3000 Temple Dr.  
**Windsor** N8W 5J6  
519-974-3022 Ext. 223

410 Buller St.  
P. O. Box 815  
**Woodstock** N4S 4N2  
519-539-1284



**LONG-TERM CARE DIVISION  
RESIDENTIAL SERVICES BRANCH**

15 Overlea Blvd., 5th Flr.

Toronto M4H 1A9

416-327-7332

Fax 416-327-7364

The Residential Services Branch administers policies and programs relating to the operation of **nursing homes** and **homes for the aged**.

For nursing homes, the branch monitors compliance, investigates serious incidents and all complaints, and issues **licences** to ensure legislated standards of Nursing Homes Act, 1972 and Regulation 690 are met and care is provided in accordance with residents' needs.

**Construction** plans for new nursing homes must be approved through the branch.

Homes for the aged are operated either by municipalities or by non-profit charitable organizations.

Residents in nursing homes and homes for the aged are eligible for **Extended Health Care Benefits (EHC)** under the Ontario Health Insurance Act.

To obtain a list of nursing homes in Ontario, inspection results or to register a complaint, contact the following offices:

11 Victoria St., Ste. 200

**Barrie** L4N 6T3

705-739-6470

Fax 705-739-6473

If long distance dial

1-800-463-0102 (Toll-free)

119 King St. W., 10th Flr.

**Hamilton** L8N 3Z9

905-546-8294

Fax 905-546-8255

234 Concession St., Ste. 101

**Kingston** K7K 2B8

613-531-9629

Fax 613-548-6774

If long distance dial

1-800-667-1062 (Toll-free)

80 Dundas St. E., Rm. 1-083

**London** N6A 1E7

519-675-7680

Fax 519-675-7685

If long distance dial

1-800-663-3775 (Toll-free)

London Regional Office

295 Wolfe St., 1st Flr.

**London** N6B 2C4

519-434-1105

Fax 519-675-7639

If long distance dial

1-800-265-0302 (Toll-free)

4 Robert Speck Parkway, Ste. 245

**Mississauga** L4Z 1S1

905-279-7867

Fax 905-279-7878

If long distance dial

1-800-565-4213 (Toll-free)

176 Main St. W., 2nd Flr.

**North Bay** P1B 2T6

705-494-4024

Fax 705-494-4030

If long distance dial

1-800-363-8157 (Toll-free)

47 Clarence St., Ste. 301

**Ottawa** K1N 9K1

613-238-4263

Fax 613-239-1535

If long distance dial

1-800-668-1697 (Toll-free)

Ottawa Regional Office  
10 Rideau St., 4th Flr.  
**Ottawa** K1N 9J1  
613-787-4040  
Fax 613-787-4042

Regency Sq.  
150 King St., 3rd Flr.  
**Peterborough** K9J 3G9  
705-741-5634  
Fax 705-745-1446  
If long distance dial  
1-800-567-1045 (Toll-free)

1 St. Paul St., Ste. 203, Phase I  
**St. Catharines** L2R 7L2  
905-988-5788  
Fax 905-988-5566  
If long distance dial  
1-800-567-0251 (Toll-free)

127 Cedar St., 7th Flr., Ste. 701  
**Sudbury** P3E 1A9  
705-688-3130  
Fax 705-688-3133

435 James St.S., 2nd Flr.  
**Thunder Bay** P7E 6E3  
807-475-1591  
Fax 807-475-1519

36 Toronto St., Ste. 550  
**Toronto** M5C 2C5  
416-327-8952  
Fax 416-327-4486

Corporate Office  
15 Overlea Blvd., 5th Flr.  
**Toronto** M4H 1A9  
416-327-7357  
Fax 416-327-7364

Toronto Regional Office  
56 Wellesley St. W., 15th Flr.  
**Toronto** M7A 2B7  
416-327-8994  
Fax 416-327-8996

180 King St. S., Ste. 290  
**Waterloo** N2J 1P8  
519-571-0810  
Fax 519-571-6008  
If long distance dial  
1-800-665-0143 (Toll-free)

215 Eugenie St. W., Ste. 101  
**Windsor** N8X 2X7  
519-250-0788  
Fax 519-250-2800  
If long distance dial  
1-800-667-5953 (Toll-free)

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Health are listed below. Contact the communications and information branch for unlisted agencies.

### ADDICTION RESEARCH FOUNDATION

33 Russell St.  
Toronto M5S 2S1  
416-595-6000  
Fax 416-595-5017

The Addiction Research Foundation (ARF) conducts **research** and creates programs, products and services in the prevention and treatment of alcohol and other drug abuse, including education for professionals and community development. Research results are published in books and journal articles. Books, videos and other educational materials are available through ARF's marketing department at 1-800-661-1111. The Foundation's **library** (595-6144), which is open to the public, has an extensive collection of research

reports, books and **audio-visual** material. Treatment for **alcohol** and other **drug** abuse is available through the Clinical Research and Treatment Institute (595-6128), a research and teaching hospital.

The Foundation's **INFO-ARF** includes factual, scientific telephone messages on alcohol and drug-related topics. This province-wide, toll-free service also offers information on community resources and treatment programs throughout Ontario. Available in English and French, with some tapes available in Italian, Portuguese, Spanish, Cantonese, Greek, Polish, Punjabi, TDD, the service operates from 9:00 a.m. to 9:00 p.m. daily (1-800-463-6273 or 595-6111 in Toronto).

The Foundation has a public affairs office with responsibility for news media enquiries (595-6054).

Area offices of the Addiction Research Foundation, listed below, assist communities in the development of preventive and treatment services.

**Barrie Area Office**  
100 Bell Farm Rd.  
**Barrie** L4M 5K5  
705-726-4976

**Belleville Area Office**  
240 Coleman St., Ste. 200D  
**Belleville** K8P 3H7  
613-962-9482

**Chatham Area Office**  
575 Queen St.  
**Chatham** N7M 2J7  
519-354-1000

**Cornwall Area Office**  
132 Second St. E., Ste. 406  
**Cornwall** K6H 1Y4  
613-937-4035/36

**Hamilton Area Office**  
20 Hughson St. S., Ste. 508  
**Hamilton** L8N 2A1  
905-525-1250

**Kenora Area Office**  
621 Lakeview Dr.  
Harbourview Village Shopping Centre  
**Kenora** P9N 3P6  
807-468-6372

**Kingston Area Office**  
80 Queen St., Ste. 200  
**Kingston** K7K 6W7  
613-546-4266

**Kitchener Area Office**  
639 King St. W., Ste. 201  
**Kitchener** N2G 1C7  
519-579-1310

**Waterloo Region Assessment/Referral Centre**  
637 King St. W.  
**Kitchener** N2G 1C7  
519-579-3350

**London Area Office**  
700 Richmond St., Ste. 201  
**London** N6A 5C7  
519-433-3171

**Halton/Peel Area Office**  
1270 Central Parkway W., Ste. 302  
**Mississauga** L5C 4P4  
905-270-1431

**North Bay Area Office**  
112 Lakeshore Dr.  
**North Bay** P1A 2A8  
705-472-3850

**Ottawa Area Office**  
383 Parkdale Ave., Ste. 304  
**Ottawa** K1Y 4R4  
613-722-1075

**Owen Sound Area Office**  
1717 Second Ave. E., Ste. 203  
**Owen Sound** N4K 6V4  
519-371-1861

**Pembroke Area Office**  
77 Mary St., Ste. 201  
**Pembroke** K8A 5V4  
613-735-1023

**Perth Area Office**  
45 Drummond St. W.  
**Perth** K7H 2J9  
613-267-1152

**Peterborough Area Office**  
223 Aylmer St. N., Ste. 7  
**Peterborough** K9J 3K3  
705-748-9830

**Sarnia Area Office**  
The Petrosar Bldg., Ste. 106E  
265 North Front St.  
**Sarnia** N7T 7X1  
519-337-9611

**Sault Ste. Marie Area Office**  
205 McNabb St., 3rd Flr.  
**Sault Ste. Marie** P6B 1Y3  
705-256-2226

**Simcoe Area Office**  
191 Queensway W., Ste. 1  
**Simcoe** N3Y 2M8  
519-426-7260

**CHAPLAINCY SERVICES**  
35 McCaul St., 3rd Flr.  
Toronto M5T 1V7  
416-326-6858  
Fax 416-326-6867

The Ministry of Community and Social Services acts as the "lead Ministry" in coordinating the services of Chaplains employed by other ministries as well as the Ministry of Community and Social Services. Chaplaincy Services Ontario works with the Ontario Multifaith Council on Spiritual and Religious Care (OMCSRC) and government ministries in developing and implementing policy with regards to the provision and delivery of Spiritual and Religious Care. Regional Offices are listed below.

**Rev. Siebert VanHouten**  
Hamilton-Niagara Region  
499 King St. E., 2nd Flr., Rm. 209  
**Hamilton** L8N 1E1  
905-525-0122  
Fax 905-525-5353

**St. Catharines Area Office**  
63 Church St., Ste. 410  
**St. Catharines** L2R 3C4  
905-685-1361

**Sudbury Area Office**  
144 Pine St., Ste. 203  
**Sudbury** P3C 1X3  
705-675-1195

**Thunder Bay Area Office**  
68 North Algoma St., Ste. 102  
**Thunder Bay** P7A 4Z3  
807-344-5080

**Timmins Area Office**  
Pine Plaza, Ste. 324  
119 Pine St. S.  
**Timmins** P4N 2K3  
705-267-6419

**Whitby Area Office**  
Whitby Mall, Lang Tower West  
1615 Dundas St. E., 2nd Flr.  
**Whitby** L1N 2L1  
905-576-6277

**Windsor Area Office**  
3200 Deziel Dr., Ste. 118  
**Windsor** N8W 5K8  
519-251-0500

**Rev. Adam K. Prasuhn**  
Southeast Region  
336 Alfred St.  
**Kingston** K7L 3S5  
613-548-6757  
Fax 613-549-7653



Rev. Stuart J. Schroeder  
Guelph-Goderich Region  
Freeport Hospital  
3570 King St. E.  
**Kitchener** N2A 2W1  
519-894-8309  
Fax 519-894-8330

Rev. John de Vries  
Woodstock-Windsor Region  
CPRI  
600 Sanitorium Rd.  
**London** N6H 3W7  
519-471-2540 Ext. 2112  
Fax 519-641-1922

Rev. Lynda Kelly  
Georgian Bay - Toronto Region  
Green Acres Homes for the Aged  
194 Eagle St.  
**Newmarket** L3Y 1J6  
905-773-6404 Ext. 294  
Fax 905-895-5368

Rev. Dr. Arnold A. Bethune  
Toronto - Mississauga Region  
Thistletown Regional Centre  
51 Panorama Crt.  
**Rexdale** M9V 4L8  
416-326-0796  
Fax 416-326-0644

Rev. Fr. René G. Hébert  
Northeast Region  
Sudbury District Office  
10 Elm St. W., 3rd Flr.  
**Sudbury** P3C 5N3  
705-675-4271  
Fax 705-688-3099

#### HEALING ARTS RADIATION PROTECTION COMMISSION

7 Overlea Blvd., 6th Flr.  
Toronto M4H 1A8  
416-327-7952

The Healing Arts Radiation Protection (**HARP**) Commission ensures that Ontario residents' exposure to radiation from medical X-ray sources is as low as possible, consistent with the production of high quality diagnostic images.

Established under the provisions of the HARP Act, the Commission advises the Minister of Health on matters relating to **X-ray safety**, and approves training courses for all personnel involved in the use of medical X-rays. Seven advisory committees representing the disciplines of chiropractic medicine, dentistry, medical radiology, physics, podiatry radiological technology, and radiation therapy assist the Commission in developing regulations and guidelines to ensure the safe use of X-rays.

Activities, as well as, information on the creation of the Commission and its advisory committees, are detailed in the Commission's Annual Report.

**ONTARIO CANCER TREATMENT AND RESEARCH FOUNDATION**

620 University Ave.  
 Toronto N5G 2L7  
 416-971-9800  
 Fax 416-971-6888

The Ontario Cancer Treatment and Research Foundation supports programs of diagnosis, treatment and research in **cancer**. The Ontario Cancer Institute (incorporating the Princess Margaret Hospital) is affiliated with the Foundation. The Foundation operates eight regional cancer centres (associated with hospitals) and 32 consultative and follow-up clinics. Seven lodges accommodate out-of-town ambulatory patients receiving treatment. The Division of Epidemiology and Statistics generates and reports information regarding the occurrence of cancer in Ontario (**Ontario Cancer Registry**), performs epidemiologic research and interprets epidemiologic evidence for use in cancer education and control programs. The Foundation also funds breast screening program, diagnostic tests, rehabilitation programs, including speech therapy, and prosthetic devices, transportation of patients travelling over 40 kilometers, and chemotherapeutic drugs for needy Ontario patients. Support is offered to **medical**, paramedical and scientific personnel for undergraduate and postgraduate study in oncology. In addition, the Foundation supports career scientists and laboratory and clinical cancer investigation. The **Cancer Information Service** in Hamilton (1-800-263-6750) serves as a resource centre for health professionals, researchers and students.

Regional Cancer Centres are listed below:

Hamilton Regional Cancer Centre  
 699 Concession St.  
**Hamilton** L8V 5C2  
 905-387-9711  
 Fax 905-575-6323

Kingston Regional Cancer Centre  
 King St. W.  
**Kingston** K7L 2V7  
 613-544-2630  
 Fax 613-544-9708

London Regional Cancer Centre  
 790 Commissioners Rd. E.  
**London** N6A 4L6  
 519-685-8600  
 Fax 519-685-8614

Ottawa Regional Cancer Centre  
 Ottawa Civic Hospital  
 190 Melrose Ave.  
**Ottawa** K1Y 4K7  
 613-725-6300  
 Fax 613-725-6385

Ottawa Regional Cancer Centre  
 Ottawa General Hospital  
 501 Smyth Rd.  
**Ottawa** K1G 8L6  
 613-737-7700  
 Fax 613-737-6745

Northeastern Ontario Regional Cancer  
 Centre  
 41 Ramsey Lake Rd.  
**Sudbury** P3E 5J1  
 705-522-0454  
 Fax 705-522-4421

Thunder Bay Regional Cancer Centre  
 290 Munro St.  
**Thunder Bay** P7A 7T1  
 807-343-1610  
 Fax 807-345-2030

Toronto Bayview Regional Cancer Centre  
 2075 Bayview Ave.  
**Toronto** M4N 3M5  
 416-488-5801  
 Fax 416-480-6002

Windsor Regional Cancer Centre  
2220 Kildare Rd.  
**Windsor** N8W 2X3  
519-253-5253  
Fax 519-971-9922

**ONTARIO MENTAL HEALTH FOUNDATION**  
365 Bloor St. E., Ste. 1708  
Toronto M4W 3L4  
416-920-7721  
Fax 416-920-0026

The Ontario Mental Health Foundation (OMHF) provides **grants** and **fellowships** for **mental health research**. The Foundation supports specific projects, postdoctoral students, and postgraduate independent research. Application guidelines are available from the Foundation.

## **ACTS**

### **ACTS**

The Ministry of Health is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Alcoholism and Drug Addiction Act  
Ambulance Act  
Audiology and Speech-Language Pathology Act  
Cancer Act  
Cancer Remedies Act  
Chiropractic Act  
Chiropractic Act  
Community Psychiatric Hospitals Act  
Dental Hygiene Act  
Dental Technicians Act  
Dental Technology Act  
Dentistry Act  
Denture Therapists Act  
Denturism Act  
Dietetics Act  
Drug and Pharmacies Regulation Act  
Drugless Practitioners Act  
Fluoridation Act  
Healing Arts Radiation Protection Act  
Health Cards and Numbers Control Act  
Health Care Accessibility Act  
Health Disciplines Act  
Health Facilities Special Orders Act  
Health Insurance Act  
Health Protection and Promotion Act

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Homes for Special Care Act  
Hypnosis Act  
Immunization of School Pupils Act  
Independent Health Facilities Act  
Laboratory and Specimen Collection Centre Licencing Act  
Massage Therapy Act  
Medical Laboratory Technology Act  
Medical Radiation Technology Act  
Medicine Act  
Mental Health Act  
Mental Hospitals Act  
Midwifery Act  
Ministry of Health Act  
Municipal Health Services Act  
Nursing Act  
Nursing Homes Act  
Occupational Therapy Act  
Ontario Dietetic Association Act  
Ontario Drug Benefit Act  
Ontario Medical Association Dues Act  
Ontario Mental Health Foundation Act  
Ophthalmic Dispensers Act  
Opticianry Act  
Optometry Act  
Pharmacy Act  
Physiotherapy Act  
Prescription Drug Cost Regulation Act  
Private Hospitals Act  
Psychologists Registration Act  
Psychology Act  
Public Hospitals Act  
Radiological Technicians Act  
Regulated Health Professions Act  
Respiratory Therapy Act  
Toronto Hospital Act  
War Veterans Burial Act

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## MINISTRY OF HOUSING

**777 Bay St., 10th Flr.  
Toronto M5G 2E5**

The Ministry of Housing is responsible for the development of programs and policies to increase the supply of affordable housing. While encouraging the conservation of existing accommodation, the Ministry provides rent-geared-to-income housing for qualified low and moderate-income households through Ontario Housing Corporation, and supports municipal, private and cooperative non-profit housing.

The Ministry administers provincial rent control legislation; and helps ensure that all structures in Ontario are built safely and efficiently through the administration of the Ontario Building and Plumbing Codes.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS BRANCH

**777 Bay St., 17th Flr.**

**Toronto M5G 2E5**

**416-585-7025**

**416-585-7041 Customer Assistance**

The Communications Branch provides information and communications services to both the Ministry of Housing and the Ministry of Municipal Affairs.

**French Language Services** provides translation services, reviews program development for language service needs, and plans and monitors the delivery of French Language Services throughout the province in designated areas.

### CORPORATE RESOURCES MANAGEMENT DIVISION

**777 Bay St., 10th Flr.**

**Toronto M5G 2E5**

**416-585-6670**

The Corporate Resources Management Division supports and advises the Ministry of Housing and the Ministry of Municipal Affairs, and their agencies in achieving program objectives by developing management policies and processes, setting administrative standards; delivering corporate support services, and providing ongoing advice on a range of management and workforce activities.

#### ADMINISTRATIVE SERVICES BRANCH

**777 Bay St., 3rd Flr.**

**Toronto M5G 2E5**

**416-585-6800**

The Administrative Services Branch provides management services, purchasing, accommodation, support to agencies, and the administration of **Freedom of Information** and Protection of Privacy legislation.

The Facilities and Services Section (585-7232) serves the Ministry of Housing and its agencies in the procurement of goods and services, forms and manuals management, printing, duplicating, office accommodation and design, telephone, mail services, fleet management and coordinates and administers public tenders. The section liaises with the Management Board Secretariat to coordinate common services.

The section is also responsible for the **library** located at 777 Bay St., 2nd Floor. The library operates a Freedom of Information **Reading Room** which provides public access to publications, statutes, and Ministry manuals, listed in the Freedom of Information and Protection of Individual Privacy Directory of General Records.

The Corporate and Agency Services Section (585-6521) administers Freedom of Information access requests and appeals; provides advice on the Freedom and Protection of Privacy Act; provides agency administration services, including meeting administration, agenda preparation and minute taking; and prepares, executes and maintains resolutions, by-laws and agreements for the Ministry's Crown Corporations.

The Agency Appointments Office conducts outreach recruitment activities, processes applications, and assists in the selection of public appointments to the Ministry's agencies, boards and commissions, including the 56 local housing authorities.

#### AUDIT SERVICES BRANCH

777 Bay St., 17th Flr.

Toronto M5G 2E5

416-585-6550

The Audit Services Branch provides audit services to the Ministry of Housing and its agencies. The branch reviews and reports on financial, computer, and management control processes and practices.

#### FINANCIAL SERVICES BRANCH

777 Bay St., 3rd Flr.

Toronto M5G 2E5

416-585-6577

The Financial Services Branch provides financial management and accounting services related to all Ministry of Housing programs. These services include accounts payable, coordination of housing related cost-sharing arrangements with the federal government, receipt of revenue, formulation of policies and procedures relating to financial control, coordination of expenditure forecasting activities for capital and operating transfer payment programs, management of the annual resource allocation and estimates process, coordination of submissions to Treasury Board, Management Board and Orders-In-Council to Cabinet, and preparation of annual estimates and public accounts.

The branch coordinates housing-related, cost-sharing arrangements with the federal government, and provides accounting and banking services to 56 local **housing authorities** across the province.

Financial liaison with the Provincial Auditor and the Ministry of Finance is also provided by the branch.

**HUMAN RESOURCES BRANCH**

777 Bay St., 3rd Flr.  
Toronto M5G 2E5  
416-585-6003  
Fax 416-585-7195

Human Resources Branch provides a range of human resources services to the Ministry of Housing and the Ministry of Municipal Affairs, and the local housing authorities, with the exception of the Metropolitan Toronto Housing Authority (969-6330) which handles its own human resources functions.

The Human Resources Services provides redeployment, recruitment, human resources skills training, organization development and design, employee relations, grievance administration, and health and safety advisory services.

Workforce Policy and Planning is responsible for strategic human resources planning, and policy development and analysis.

Employee Services provides a range of employee-related services, including training and advisory services, information systems support, and pay and benefit services.

Labour Relations provides services in support of collective agreement negotiations for Ontario Housing Corporation. In addition, this section analyzes significant labour relations decisions and trends, contributes to policy development and assists in conflict resolution.

The branch continues to service as the Ministry liaison with the Civil Service Commission, Management Board Secretariat, Management Board of Cabinet, Ontario Public Service Employees Union (OPSEU) and the Canadian Union of Public Employees (CUPE).

**INFORMATION AND TECHNOLOGY SERVICES BRANCH**

777 Bay St., 3rd Flr.  
Toronto M5G 2E5  
416-585-6649

The Information and Technology Services Branch provides direction, advice and services to the Ministry of Housing and its agencies relating to information technology strategic plans, information technology needs for effective program delivery, the use of office technology and telecommunications, and technology planning and policy development in support of the Ministry's business goals and program objectives. The branch liaises with the Management Board Secretariat's Computer and Telecommunication Services Division, and represents the Ministry at the Ontario Systems Council.

**LEGAL SERVICES BRANCH**

777 Bay St., 16th Flr.  
Toronto M5G 2E5  
416-585-6703

The Legal Services Branch provides legal services to the Ministry of Housing and its agencies and boards by providing legal opinions, advice, and explanations; preparing legal documents, such as contracts, leases, banking and mortgage documentation; providing legal assistance in policy formulation and program delivery; drafting legislation and regulations; conducting prosecutions and overseeing or conducting litigation.



The section serving the Metropolitan Toronto Housing Authority and the Rent Review Hearings Board is located at 365 Bloor St. E., 14th Flr., Toronto M4W 3L4, 969-6212.

## HOUSING OPERATIONS DIVISION

777 Bay St., 10th Flr.  
Toronto M5G 2E5  
416-585-6152  
Fax 416-585-7617

The Housing Operations Division is involved in all activities associated with the delivery, development, monitoring and standards of programs. Its activities include support for Ontario Housing Corporation (OHC) and its local housing authorities which manage OHC housing, and support for tenant and technical programs. The division is responsible for coordinating all operational activities in the area of regulation of rental housing, including the Rental Housing Protection Program, the Rent Registry, and Rent Control offices.

## HOUSING FIELD OPERATIONS

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-7498  
Fax 416-585-7610

Housing Field Operations is responsible for six Regional Housing Programs Offices (RHPO) supporting the administration of 56 **housing authorities** involved in the day-to-day management of public housing. The offices, which are located in Hamilton, London, Ottawa, Toronto, Sudbury and Thunder Bay, also work with non-profit housing corporations, cooperative groups and municipalities in the delivery of social housing programs.

The province-wide delivery and administration of various housing programs, including: Ontario Community Housing Assistance Program; Federal/Provincial and Unilateral Non-Profit Housing Programs; Low-Rise Rehabilitation Program (LRRP); Convert-to-Rent; Rent Supplement Program; Ontario Home Renewal Program (OHRP); Municipal Housing Statement Program; Ontario Home Renewal Program for Disabled Persons and Federal/Provincial Rural Housing Programs. The RHP offices have authority to approve non-profit groups' program loans and budgets, housing authority budgets, and emergency repairs to Ontario Housing Corporation (OHC) projects. They may also award tenders above financial limits set for housing authorities.

OHC's housing authorities administer the provincially owned rental **housing** dealing with local issues within the framework of management agreements and general policy directives. OHC units accommodate families, **senior citizens**, **disabled** people, low-income single persons and childless couples. Persons with disabilities must arrange for the provision of support services required to carry out essential daily functions. A priority system is used to rank applications according to the degree of need. The **rent** is calculated on a scale that is geared to gross household income. Assaulted women applying for permanent subsidized housing are eligible for special consideration.

Regional housing programs offices and local housing authorities are listed below.



**HOUSING AUTHORITIES****Arnprior**

8 McGonigal St.

**Arnprior** K7S 1L3

613-623-7951

**York Regional**

70 Yonge St. S., Ste. B-3

**Aurora** L4G 1M2

905-727-1354

905-832-1618 (Toronto Line) If long  
distance dial

1-800-263-2233 (Toll-free)

**South Simcoe & Barrie**

49 High St., 4th Flr., Ste. 404

**Barrie** L4N 5J4

705-728-3894

If long distance ask Operator for  
Zenith 44120 (Toll-free)**Hastings & Prince Edward**

194 Coleman St.

P. O. Box 682

**Belleville** K8N 5B3

613-968-3465

If long distance dial

1-800-267-2804 (Toll-free)

**Muskoka District**

175 Manitoba St., Ste. 203

P. O. Box 2009

**Bracebridge** P1L 1S3

705-645-9261

If long distance ask Operator for  
Zenith 44120 (Toll-free)**Brant & Brantford**

233 Colborne St.

Colborne Crt., Ste. 201

**Brantford** N3T 2H3

519-759-6100

**Leeds & Brockville**

51 King St. E.

**Brockville** K6V 1A8

613-342-2341

If long distance ask Operator for  
Zenith 44120 (Toll-free)**South Waterloo**

152 Main St.

**Cambridge** N1R 6R1

519-623-2686

**Kent & Chatham**

30 Raleigh St.

P. O. Box 1296

**Chatham** N7M 5R9

519-354-9592

If long distance ask Operator for  
Zenith 44120 (Toll-free)**Northumberland County**

200 Division St.

P. O. Box 969

**Cobourg** K9A 4W4

905-372-0151

If long distance ask Operator for  
Zenith 24430 (Toll-free)**Cornwall & Area**

1916 Pitt St., Unit 11

P. O. Box 1086

**Cornwall** K6H 5V2

613-938-7717

If long distance dial

1-800-267-2435 (Toll-free)

**East Kenora District**

61 King St.

**Dryden** P8N 1B7

807-223-3087

If long distance ask Operator for  
Zenith 44120 (Toll-free)**Timiskaming District**

P. O. Box 907, 6th Ave.

**Englehart** P0J 1H0

705-544-2334/35

If long distance ask Operator for  
Zenith 44120 (Toll-free)

**Essex County**  
 360 Fairview Ave. W., No. 302  
 Box 2005  
**Essex** N8M 1Y3  
 519-776-6464  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**Rainy River District**  
 414 Scott St.  
**Fort Frances** P9A 3N1  
 807-274-7704  
 If long distance dial  
 1-800-465-2901 (Toll-free)

**Huron County**  
 44 East St.  
**Goderich** N7A 1N3  
 519-524-2637  
 If long distance dial  
 1-800-265-1720 (Toll-free)

**Wellington & Guelph**  
 292 Speedvale Ave. W., Unit 7  
**Guelph** N1H 1C4  
 519-824-7822  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**Hamilton-Wentworth**  
 2 King St. W., Jackson Sq.  
 P. O. Box 2500, Stn. A  
**Hamilton** L8N 4E5  
 905-521-7399

**Prescott & Russell**  
 880 James St.  
**Hawkesbury** K6A 2W8  
 613-632-8501  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**South Cochrane District**  
 629 Cedar St.  
 P. O. Box 1028  
**Iroquois Falls "A"** P0K 1G0  
 705-232-4095  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**North Cochrane District**  
 Model City Mall  
**Kapuskasing** P5N 2E9  
 705-335-6179  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**West Kenora District**  
 Bannister Centre  
 301 First Ave. S., 2nd Flr.  
**Kenora** P9N 1W2  
 807-468-2825  
 If long distance dial  
 1-800-465-5308 (Toll-free)

**Bruce County**  
 325 Lambton St.  
 P. O. Box 1450  
**Kincardine** N2Z 2Z4  
 519-396-3439  
 If long distance dial  
 1-800-265-3022 (Toll-free)

**Kingston & Frontenac**  
 471 Counter St., Ste. 100  
**Kingston** K7M 3L5  
 613-546-5591  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**North Waterloo**  
 385 Fairway Rd., S.  
**Kitchener** N2C 1X2  
 519-893-6080

**Victoria-Haliburton**  
 Gateway Plaza, 51/55 Mary St., W.  
**Lindsay** K9V 5Z6  
 705-324-6401  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**Manitoulin & Espanola Area**  
 13 Worthington Ave.  
 P. O. Box 638  
**Little Current** P0P 1K0  
 705-368-3400  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

London & Middlesex  
 Royal Trust Building  
 137 Dundas St., 4th Flr.  
**London** N6A 1E9  
 519-434-2765  
 If long distance dial  
 1-800-265-5939 (Toll-free)

North Simcoe & Orillia  
 478 Bay St.  
 P. O. Box 608  
**Midland** L4R 4L3  
 705-526-4225  
 If long distance dial  
 1-800-461-4315 (Toll-free)

Peel Regional  
 755 The Queensway E., Ste. 114  
**Mississauga** L4Y 4C5  
 905-279-7792  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

Lennox & Addington County  
 20 Market Square  
 P. O. Box 43  
**Napanee** K7R 1J4  
 613-354-5695  
 If long distance dial  
 1-800-267-0238 (Toll-free)

East Niagara  
 4701 St. Clair Ave.  
 P. O. Box 656  
**Niagara Falls** L2E 6V5  
 905-354-1678  
 For toll-free number check blue pages of  
 telephone directory

Nipissing & Parry Sound Districts  
 222 McIntyre St. W., Ste. 500  
 P. O. Box 480  
**North Bay** P1B 8J1  
 705-472-2441  
 If long distance dial  
 1-800-461-9560 (Toll-free)

Halton  
 700 Dorval Dr., Ste. 220  
**Oakville** L6K 3V3  
 905-849-8383  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

Dufferin County  
 15 Brenda Blvd., Ste. 9  
**Orangeville** L9W 3L3  
 519-941-8221

Durham Regional  
 Rundle Tower  
 50 Centre St. S., 4th Flr.  
**Oshawa** L1H 3Z7  
 905-434-5011  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

Ottawa-Carleton Regional  
 1545 Carling Ave., 7th Flr.  
**Ottawa** K1Z 8R3  
 613-728-1600

Grey County & Owen Sound  
 1131-2nd Ave. E., Ste. 101  
**Owen Sound** N4K 2J1  
 519-376-5744  
 If long distance dial  
 1-800-265-3728 (Toll-free)

Renfrew County & Pembroke  
 169 Lake St.  
 P. O. Box 636  
**Pembroke** K8A 5L8  
 613-735-0782  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

Peterborough  
 Time Square  
 380 Armour Rd., Ste. 100  
**Peterborough** K9H 7L7  
 705-742-0439  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**Grenville & Prescott**  
**Federal Building**  
 292 Centre St.  
 P. O. Box 1299  
**Prescott K0E 1T0**  
 613-925-5906  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**Renfrew**  
 191 Plaunt St. S.  
**Renfrew K7V 1M7**  
 613-432-3679

**Sarnia & Lambton**  
 1000 Finch Dr.  
 P. O. Box 2318  
**Sarnia N7T 7L7**  
 519-383-6100  
 If long distance in area code 519, dial  
 1-800-387-2882 (Toll-free)

**Algoma District**  
 464 Albert St. E.  
 P. O. Box 445  
**Sault Ste. Marie P6A 5M1**  
 705-946-2077  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**Haldimand-Norfolk Regional**  
 100 Colborne St. N.  
**Simcoe N3Y 3V1**  
 519-426-7792  
 If long distance dial  
 1-800-265-8003 (Toll-free)

**Lanark County & Smith Falls**  
 218 Percy St.  
 P. O. Box 848  
**Smiths Falls K7A 4W7**  
 613-283-2555  
 If long distance in area code 613, dial  
 1-800-267-1313 (Toll-free)

**North Niagara**  
**CORBLOC**  
 80 King St., Ste. 205  
**St. Catharines L2R 7A7**  
 416-682-9201  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**Elgin & St. Thomas**  
 34 Churchill Cres.  
**St. Thomas N5R 1N9**  
 519-631-4580  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**Perth & Stratford**  
 413 Hibernia St.  
**Stratford N5A 5W2**  
 519-271-5393  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**Sudbury District**  
 10 Elm St., 4th Flr.  
 P. O. Box 430  
**Sudbury P3C 5N3**  
 705-674-8323  
 If long distance ask Operator for  
 Zenith 44120 (Toll-free)

**Thunder Bay District**  
 1201 Amber Dr.  
**Thunder Bay P7B 6M4**  
 807-344-8485  
 If long distance dial  
 1-800-465-6848 (Toll-free)

**Timmins**  
 124 Third Ave.  
**Timmins P4N 1C5**  
 705-264-5274  
 If long distance dial  
 1-800-461-7862 (Toll-free)

**Metropolitan Toronto**  
 365 Bloor St. E., 8th Flr.  
**Toronto M4W 3L4**  
 416-969-6000



Central Niagara  
72 East Main St.  
P. O. Box 727  
**Welland** L3B 5R5  
416-734-4548  
If long distance ask Operator for  
Zenith 44120 (Toll-free)

Windsor  
945 McDougall St.  
P. O. Box 1330  
**Windsor** N9A 1L9  
519-254-1681

Oxford County  
65 Springbank Ave., N.  
P. O. Box 820  
**Woodstock** N4S 8A3  
519-539-4829  
If long distance dial  
1-800-265-1015 (Toll-free)

## REGIONAL HOUSING PROGRAMS OFFICES

Southern Office  
120 King St. W.  
**Hamilton** L8P 4V2  
905-521-7500  
Fax 905-521-7200  
If long distance dial  
1-800-263-8295 (Toll-free)

Southwestern Office  
380 Wellington St., Ste. 1100  
**London** N6A 5B5  
519-679-7110  
Fax 519-675-7674  
If long distance dial  
1-800-265-4733 (Toll-free)

Eastern Office  
1365 Richmond Rd., Ste. 300  
**Ottawa** K2B 6R7  
613-820-8305  
Fax 613-820-9013  
If long distance dial  
1-800-267-6108 (Toll-free)

Northern Office  
662 Falconbridge Rd.  
**Sudbury** P3A 4S4  
705-560-6350  
Fax 705-560-4262  
If long distance dial  
1-800-461-1190 (Toll-free)

Northwestern Office  
540 West Arthur St.  
**Thunder Bay** P7E 5R7  
807-475-1465  
Fax 807-473-3032  
If long distance dial  
1-800-465-5015 (Toll-free)

Central Office  
4950 Yonge St., 4th Flr.  
Madison Centre  
**Willowdale** M2N 6K1  
416-225-1211  
Fax 416-225-9717  
If long distance dial  
1-800-668-0208 (Toll-free)

## HOUSING FIELD OPERATIONS CONVERT-TO-RENT PROGRAM

777 Bay St., 2nd Flr.  
Toronto M5G 2E5

The Convert-to-Rent program is designed to encourage the creation of moderate-cost rental apartments in single family homes. Interest-free loans of \$7,000 are made for each new rental unit produced.

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Projects will not be eligible for the program if work begins prior to the Convert-to-Rent loan commitment.

The Convert-to-Rent program is administered through the Ministry's Regional Housing Programs Offices. For further information, contact the local Regional Housing Programs Office (see Housing Field Operations).

## HOUSING FIELD OPERATIONS FEDERAL/PROVINCIAL RURAL HOUSING PROGRAM

777 Bay St., 2nd Flr.  
Toronto M5G 2E5

Assistance is provided for the acquisition and rehabilitation of existing family units or the construction of new family units in rural communities with populations of less than 2,500.

**Mortgage** payments are geared to household income under this **home** purchase program administered by the federal government.

Canada Mortgage and Housing Corporation, the federal agency, provides 75 percent and Ontario Housing Corporation supplies 25 percent of the funds for this program.

For further information, please contact the nearest Canada Mortgage and Housing Corporation Office, or the local Regional Housing Programs Office (see Housing Field Operations) for details.

## HOUSING FIELD OPERATIONS METRO TORONTO HOUSING AUTHORITY

365 Bloor St. E., Ste. 8000  
Toronto M4W 3L4

416-969-6000

416-789-7901 MAINTENANCE INQUIRY BOARD

As one of 56 housing authorities with the **Ontario Housing Corporation** landlord, Metropolitan Toronto Housing Authority manages over 29,000 homes in 110 communities throughout Metro Toronto. Our mandate is to provide affordable, quality housing to the 110,000 residents we serve. In addition to management, maintenance and security services, we provide recreation development programming in consultation with our residents.

District 5  
1280 Finch Ave. E., Ste. 501  
**Downsview** M3J 2P6  
416-636-6621  
(West North York and North Etobicoke)

District 3  
2131 Lawrence Ave. E.  
**Scarborough** M1R 5G4  
416-285-5105  
(North and East Scarborough)

District 2  
3227 Eglinton Ave. E., Unit 135  
**Scarborough** M1J 3M5  
416-261-6176  
(East Toronto, East York and Scarborough South)

District 1  
2 Berkeley St., Unit 310  
**Toronto** M5A 2W3  
416-366-7851  
(Central Toronto)

District 6  
56 Aberfoyle Cres., 3rd Flr.  
**Toronto M6K 2W4**  
416-239-1155  
(York, South Etobicoke and West Toronto)

District 4  
2 Sheppard Ave. E., Ste. 1101  
**Willowdale M2W 5Y7**  
416-226-2002  
(East and Central North York)

HOUSING FIELD OPERATIONS  
METRO TORONTO HOUSING AUTHORITY  
RACE RELATIONS POLICIES AND PROGRAMS  
365 Bloor St. E., Ste. 8000  
Toronto M4W 3L4  
416-969-6143

The Race Relations Policies and Programs Office specializes in race relations training, multicultural programming and mediation for tenants of the **housing** authority.

HOUSING FIELD OPERATIONS  
NON-PROFIT HOUSING PROGRAMS  
777 Bay St., 2nd Flr.  
Toronto M5G 2E5

The Non-Profit Housing Programs provide a source of moderate cost housing for families, **senior citizens**, childless couples, single persons, and **persons with disabilities**. These programs are designed to allow community-based sponsoring groups to create reasonably-priced **housing**. Eligible sponsors are municipal and private non-profit corporations, non-profit housing cooperatives, churches, service clubs, and other associations.

About 70 percent of the units created are allocated to people who cannot afford suitable accommodation. They pay **rents** based on their incomes (about 25 per cent of gross income) rather than on the size or type of units they require.

Under the **FEDERAL-PROVINCIAL NON-PROFIT HOUSING PROGRAM**, **subsidies** are provided to the community-based sponsors by the provincial government, under a federal-provincial cost-sharing arrangement.

The Ontario Non-Profit Housing Programs are another source of subsidies provided to community-based sponsors by the provincial government. These programs include the 1991 Ontario Non-Profit Housing Program and **JobsOntario Homes**.

The above programs are administered by this Ministry's Regional Housing Programs Offices (See Housing Field Operations). For information, contact the local Regional Housing Programs Office.

## HOUSING FIELD OPERATIONS RENT SUPPLEMENT PROGRAM

777 Bay St., 2nd Flr.  
Toronto M5G 2E5

The Ontario Housing Corporation (OHC) and its local housing authorities work closely with the private sector in making suitable rental accommodation available for households who pay **rents** according to their incomes.

Under the Rent Supplement Program, OHC pays landlords the difference between the tenants' geared-to-income rents and the full rental rate negotiated between OHC (or the local housing authority) and the landlords.

Prospective **tenants** are chosen from the local **housing** priority list for rent-geared-to-income housing. The landlord meets with local housing authority staff to discuss applications from prospective tenants. The applicant is then advised of the availability of the unit by the local housing authority, and leasing arrangements are made between the landlord and the prospective tenant.

The tenant signs a lease with the landlord who is responsible for the normal landlord/tenant relationships, such as rent collection, maintenance, repairs and services normally offered to all tenants in the building.

For further information, contact the local Regional Housing Programs Office (see Housing Field Operations).

## HOUSING PROGRAMS BRANCH

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6458  
Fax 416-585-7610

The branch develops programs and operational policy initiatives regarding the production, management and financing of social and market housing; evaluates and advises on current social housing programs and issues for the Ontario Housing Corporation, non-profit and cooperative housing and related housing sectors; and coordinates federal-provincial relations and sector liaison for the Housing Operations Division.

## RENT CONTROL PROGRAMS

415 Yonge St., 19th Flr.  
Toronto M5B 2E7  
416-326-0990  
Fax 416-326-0917

Ontario's **Rent Control Act** limits the amount of **rent** increases in private residential rental accommodation throughout Ontario and offers protection to tenants against inadequate maintenance of their rental units. The main office of Rent Control Programs provides an inspection and maintenance protection program in areas without municipal health, safety and occupancy by-laws. Through a network of 20 area rent control offices, Rent Control Programs office resolves applications from landlords and tenants, issues prohibitions against rent increases where landlords have failed to comply with municipal work orders, provides education and **information services** and investigates and prosecutes illegal

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activities. Area offices (listed below) also provide information on all **landlord and tenant** matters, including the Landlord and Tenant Act. After office hours, Monday to Friday, 5pm-8pm, Saturday 10am-1pm, call toll-free 1-800-461-6767 (English/French).

## CENTRAL ONTARIO REGION

5464 Dundas St. W., Ste. 200

**Etobicoke** M9B 1B4

416-236-2681

4 Robert Speck Parkway, Ste. 550

**Mississauga** L4Z 1S1

905-270-3280

If long distance ask Operator for  
Zenith 96000 (Toll-free)

For Regional Municipality of Peel

47 Sheppard Ave. E., Ste. 402

**North York** M2N 5X5

416-314-9550

If long distance ask Operator for  
Zenith 96000 (Toll-free)

For North York, and Regional  
Municipality of York, excluding the  
Towns of E. Gwillimbury and Georgina

1200 Markham Rd., Ste. 415.

**Scarborough** M1H 3C3

416-314-8640

If long distance ask Operator for  
Zenith 96000 (Toll-free)

For Scarborough and East York

56 Wellesley St. W., 8th Flr.

**Toronto** M7A 2J9

416-326-9800

If long distance ask Operator for  
Zenith 96000 (Toll-free)

For City of Toronto

## EASTERN ONTARIO REGION

265 Ontario St., 1st Flr.

**Kingston** K7K 2X5

613-548-6770

If long distance ask Operator for  
Zenith 96000 (Toll-free)

For Counties of Frontenac, Lennox &  
Addington, Leeds & Grenville, Hastings  
& Prince Edward

10 Rideau St., 3rd Flr.

**Ottawa** K1N 9J1

613-230-5114

If long distance ask Operator for  
Zenith 96000 (Toll-free)

For Regional Municipality of  
Ottawa-Carleton, Counties of Renfrew,  
Stormont-Dundas-Glengary, Prescott &  
Russell & Lanark

40 King St. W., Ste. 700

**Oshawa** L1H 1A4

905-723-8135

If long distance ask Operator for  
Zenith 96000 (Toll-free)

For Regional Municipality of Durham

139 George St. N., 1st Flr.

**Peterborough** K9J 3G6

705-743-9511

If long distance ask Operator for  
Zenith 96000 (Toll-free)

For Counties of Peterborough,  
Northumberland, Victoria, Haliburton

## NORTHERN ONTARIO REGION

189 Wyld St.  
**North Bay** P1B 1Z2  
 705-476-1231  
 If long distance ask Operator for  
 Zenith 96000 (Toll-free)  
 For Districts of Nipissing, Parry Sound

128 Larch St., 6th Flr.  
**Sudbury** P3E 5J8  
 705-675-4373  
 If long distance dial  
 1-800-461-9909 (Toll-free)  
 or ask Operator for  
 Zenith 96000 (Toll-free)  
 For Regional Municipality of Sudbury,  
 Districts of Sudbury, Manitoulin, Algoma

540 W. Arthur St.  
**Thunder Bay** P7E 5R7  
 807-475-1595  
 If long distance ask Operator for  
 Zenith 96000 (Toll-free)  
 For Districts of Thunder Bay, Kenora,  
 Rainy River

111 Wilson Ave., Ground Flr.  
**Timmins** P4N 2S8  
 705-264-9555  
 If long distance ask Operator for  
 Zenith 96000 (Toll-free)  
 For Districts of Cochrane, Timiskaming

## SOUTHWESTERN ONTARIO REGION

114 Worsley St., 5th Flr.  
**Barrie** L4M 1M1  
 705-737-2111  
 If long distance dial  
 1-800-461-2882 (Toll-free)  
 For County of Simcoe, Towns of East  
 Gwillimbury & Georgina in the Regional  
 Municipality of York, District  
 Municipality of Muskoka

25 Main Street W., Ste. 620  
**Hamilton** L8P 1H1  
 905-528-8701  
 If long distance dial  
 1-800-668-9565 (Toll-free)  
 For Regional Municipalities of  
 Hamilton-Wentworth, Halton,  
 Haldimand-Norfolk, County of Brant

30 Duke St. W., 4th Flr., Ste. 401  
**Kitchener** N2H 3W5  
 519-579-5790  
 If long distance dial  
 1-800-265-8926 (Toll-free)  
 For Regional Municipality of Waterloo,  
 Counties of Wellington, Dufferin

240 Wharncliffe Rd. N., Ste. 100  
**London** N6H 4P2  
 519-679-7270  
 If long distance dial  
 1-800-265-0937/8 (Toll-free)  
 For Counties of Middlesex, Oxford, Elgin,  
 Lambton, Perth, Huron

1077 Second Ave. E.  
**Owen Sound** N4K 2H8  
 519-376-3202  
 If long distance dial  
 1-800-265-3737 (Toll-free)  
 For Counties of Grey, Bruce

43 Church St., Stè. 505  
**St. Catharines** L2R 7E1  
905-684-6562  
If long distance dial  
1-800-263-4937 (Toll-free)  
For Regional Municipality of Niagara

880 Ouellette Ave., Stè. 302  
**Windsor** N9A 1C7  
519-253-3532  
If long distance dial  
1-800-265-6924 (Toll-free)  
For Counties of Essex, Kent

## RENT CONTROL PROGRAMS

### RENT REGISTRY

415 Yonge St., 19th Flr.  
Toronto M5B 2E7  
416-326-0923  
Fax 416-326-0930

As part of the **Rent Control Act**, 1992, the province-wide Rent Registry records the maximum **rent** for private residential rental units. This process involves annual updating of the rents filed by landlords in accordance with the rent control guideline or as a result of rent setting orders.

Landlords are required to register complexes (other than boarding houses) with 7 or more units by December 1, 1992. **Registration** of complexes with 4 to 6 units will be required at a later date, but may be filed earlier. The rent to be filed is generally the rent charged on July 1, 1985, but in some cases will be the October 1, 1990 rent.

The Registry records, in its computer system, the rent filed by the landlord and any rent orders. The landlord and tenants are notified, and may apply to local Rent Control Offices to correct information or dispute the legality of the registered rent.

The Registry ensures compliance with registration requirements, investigates registered and current rents, and prosecutes offenses. The designated Chief Rent Officer in the Registry will determine whether serious errors occurred in orders from Rent Officers when reconsideration is requested.

Information recorded in the Rent Registry is available from the local Rent Control Office serving the area where the complex is located (see listing under Rent Control Programs).

### RENT REVIEW HEARINGS BOARD

77 Bloor St. W., 10th Flr.  
Toronto M5S 1M2  
416-963-1914  
Fax 416-963-1200

The Rent Review Hearings Board hears appeals under the **Residential Rent Regulation Act**. Appeals can be made by landlords or tenants who are directly affected by and disagree with the Minister's decisions concerning determination of **rent**, disputed rent, rent rebate, standards of rental units, etc. Information, advice, **publications**, brochures and information sheets, videos, annual report and reference material on the **appeal** process for tenants and landlords are available from Resource Centres located at the Head Office and in the four regional offices listed below.

**CENTRAL REGION**

2190B Yonge St., 6th Flr.  
**Toronto** M4S 2B8  
416-322-7811  
Fax 416-322-7807  
If long distance dial  
1-800-387-8936 (Toll-free)

**EASTERN REGION**

255 Albert St., 4th Flr.  
**Ottawa** K1P 6A9  
613-563-7096  
Fax 613-239-1459  
If long distance dial  
1-800-267-1220 (Toll-free)

**SOUTHWESTERN REGION**

150 Dufferin Ave., 2nd Flr.  
**London** N6A 5N6  
519-679-7226  
Fax 519-679-7128  
If long distance dial  
1-800-265-3459 (Toll-free)

**RENTAL HOUSING PROTECTION PROGRAM**

777 Bay St., 2nd Flr.  
**Toronto** M5G 2E5  
416-585-7527  
Fax 416-585-6542

The Rental Housing Protection Program, administers the **Rental Housing Protection Act**, 1989.

Certain activities which reduce the stock of rental **housing** in larger centres are restricted by the Act. **Municipal** councils' approvals are required for proposals to convert, demolish, renovate, sever into individual ownership or otherwise change the use of rental housing. Tenants may not be evicted for these activities until municipal approval is obtained. Controls over condominium conversion apply to all rental residential properties in the province.

The program provides advice on the Act to municipalities and the general public and undertakes enquiries on alleged violations. The Rental Housing Protection Act brochure is available to the general public in English, French, Polish, Portuguese and Chinese.

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### **TECHNICAL SUPPORT SERVICES BRANCH**

700 Lawrence Ave. W., Ste. 360

P. O. Box 136

Toronto M6A 3B4

416-256-6401

Fax 416-256-6596

The Technical Support Services Branch provides architectural, engineering and appraisal services to the Ministry of Housing and the Ontario Housing Corporation's client groups through the Regional Housing Programs Offices (see Housing Field Operations).

Guidelines, manuals, standards and generic specifications associated with the design, construction, conservation and maintenance of housing accommodation in its many forms are developed by the branch. It also coordinates construction or conservation projects and programs that involve more than one Regional Housing Programs Office.

### **TENANT SUPPORT SERVICES BRANCH**

777 Bay St., 2nd Flr.

Toronto M5G 2E5

416-585-6450

Fax 416-585-7610

The Tenant Support Services Branch develops programs and policies designed to improve the quality of life for **tenants** residing in **rent-** geared-to-income housing. Linkages are facilitated with social service, educational and health care providers which may be of interest or benefit to tenants. The branch also promotes tenant participation in the decisions which affect them, and develops policy in areas such as race relations, tenant rights and responsibilities, community development, supportive housing, safety and security and anti-drug initiatives.

### **HOUSING PLANNING AND POLICY DIVISION**

777 Bay St., 10th Flr.

Toronto M5G 2E5

416-585-7482

Fax 416-585-7233

The Housing Planning and Policy Division is responsible for all strategic housing planning, policy and program development functions in the Ministry as well as delivering the Community Partners Program. The division is also responsible for developing and administering the Building Code Act.

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**COMMUNITY PARTNERS PROGRAM**

777 Bay St., 4th Flr.  
Toronto M5G 2E5  
416-585-4239  
Fax 416-585-7455

This program provides **financial assistance** and other means of support to assist community groups and agencies to become involved in solving housing problems and to provide basic housing services. Funding is provided for community services and advocacy; province-wide housing organization; special housing projects; and community development and tenant participation in Ontario Housing Communities.

Assistance may be provided as project specific grants or operating **grants**. Program funding is available to not-for-profit organizations and agencies who carry out their primary activities in Ontario.

**CORPORATE AND STRATEGIC ANALYSIS BRANCH**

777 Bay St., 10th Flr.  
Toronto M5G 2E5  
416-585-6360  
Fax 416-585-6191

The Corporate and Strategic Analysis Branch is responsible for housing market data analysis; coordination, policy analysis and advice on **housing** impacts of proposals initiated by other ministries and levels of government; and the strategic planning process for the Ministry.

**HOUSING DEVELOPMENT AND BUILDINGS BRANCH**

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-6666  
Fax 416-585-4029

The Housing Development and Buildings Branch is responsible for Ministry policy on housing development issues and building regulation; and Ontario's building regulatory system through development and administration of the **Building Code Act** (which now includes **plumbing regulations**). In these capacities, the branch also intervenes in community and project specific planning and development processes; and supports training on the Building Code for the building industry and municipal building officials.

**HOUSING POLICY BRANCH**

777 Bay St., 2nd Flr.  
Toronto M5G 2E5  
416-585-7519  
Fax 416-585-7607

The Housing Policy Branch is responsible for developing strategic policy recommendations, programs and legislation in the areas of affordable **housing** supply, maintenance and management of the existing housing stock, and rent regulation. The Community Partners Program is also delivered by the branch.

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## ACTS

### ACTS

The Ministry of Housing is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Building Code Act

Housing Development Act

Ministry of Municipal Affairs and Housing Act

Ontario Housing Corporation Act

Ontario Water Resources Act

Rent Control Act, 1992

Rental Housing Protection Act

Residential Rent Regulation Act (for applications filed prior to repeal of the Act)

## MINISTRY OF INTERGOVERNMENTAL AFFAIRS

**Mowat Block**  
**Queen's Park, Toronto M7A 1C2**

The Ministry of Intergovernmental Affairs identifies and advances Ontario's interests with the Government of Canada, the governments of other provinces and the territories. The Ministry advises the government on the conduct of Ontario's relations with other governments and on major intergovernmental issues, including constitutional matters; provides the government with a wide range of information on intergovernmental events and activities in Canada; offers a number of services to other ministries including assistance in the conduct of their relations with the federal, provincial and territorial governments.

### COMMUNICATIONS BRANCH

Mowat Block, 6th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 1C2  
416-325-4760  
Fax 416-325-4759

The Communications Branch provides information services for the Ministry and its client groups. It also prepares communications plans and strategies and provides communications support to the Minister, Deputy Minister, senior managers and policy area. Other responsibilities include liaising with the media; answering public inquiries; coordinating advertising activities of the Ministry, producing and distributing news releases, speeches, publications and statements; monitoring events in other provinces; and ensuring that Ontario's position on issues of mutual concern reaches other governments in Canada.

### FINANCE AND ADMINISTRATION SERVICES BRANCH

Mowat Block, 6th Flr.  
900 Bay St.  
Queen's Park, Toronto M7A 1C2  
416-325-4780  
Fax 416-325-4773

The Finance and Administration Services Branch assists in the execution of the Ministry's mandate, by ensuring that the Ministry operates according to the best management principles, objectives and practices available within the Government of Ontario. It manages and provides financial, administrative, human resources and information technology services in support of Ministry programs.

The office also provides guidance in preparing base and activity reviews; advice and direction on the allocation of financial and human resources within the Ministry; formal liaison between the Ministry and Cabinet and/or Cabinet committees; guidance on the impact and implementation of government-wide management, human resources and information technology policies and programs; advice and assistance in the development and implementation of management policies and programs; and primary liaison between the Ministry and the administrative support services provided by other ministries.

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**OFFICE OF CONSTITUTIONAL AFFAIRS AND FEDERAL-PROVINCIAL RELATIONS**

Mowat Block, 5th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1C2

416-325-4800

Fax 416-325-4788

The Office of Constitutional Affairs and Federal-Provincial Relations provides advice to the government on broad corporate policy and procedures covering **constitutional** issues and all other aspects of Ontario's relations with the federal government and other provinces and territories. The office also offers advice on specific issues and activities with significant federal-provincial and interprovincial components. It coordinates Ontario's participation in major **federal-provincial** and **interprovincial** meetings and conferences such as **First Ministers' Conferences** and the annual Premiers' Conference; assists ministries in their interprovincial relations; and manages the Ontario-Quebec Commission for Cooperation (OQCC) and the Ministry's offices in Ottawa and Quebec City.

The Ottawa and Quebec offices are integral parts of the government's activities in federal-provincial and constitutional matters. Under the direction of respective Assistant Deputy Ministers, senior staff are able to carry out a more immediate, direct and personal exchange of information with government officials in these two key areas. In addition, the Ottawa office acts as a host office for Government of Ontario Ministers and officials in Ottawa for federal-provincial meetings.

**ONTARIO-QUEBEC COMMISSION FOR COOPERATION**

Mowat Block, 5th Flr.

900 Bay St.

Queen's Park, Toronto M7A 1C2

416-325-4605

The Ontario-Quebec Commission for Cooperation (OQCC) promotes and initiates economic, **cultural** and **educational exchanges** between individuals, schools and organizations in Ontario and **Quebec** to foster understanding and cooperation between residents of the two provinces. The OQCC encourages Ontario and Quebec ministries responsible for such areas as education and cultural affairs to provide joint program funding and grants. It also coordinates exchanges between Ontario and Quebec civil servants to permit sharing of views and experiences on common problems of public administration.

**ACTS****ACTS**

The Ministry of Intergovernmental Affairs administers the Act listed below.

Ministry of Intergovernmental Affairs Act

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## MINISTRY OF LABOUR

**400 University Ave.  
Toronto M7A 1T7**

In 1882, the Ontario Government established the Bureau of Industry under the Department of Agriculture. In 1900, a Bureau of Labour came into being, and labour affairs were transferred from the Department of Agriculture to Public Works. The Bureau was replaced in 1916 by the Trades and Labour Branch, still under Public Works. In April 1919, Bill 169 brought all labour matters under the new Department of Labour. It was renamed the Ministry of Labour in 1970, when the Department of Labour Act was repealed and replaced by the Ministry of Labour Act.

The Ministry of Labour's mission is to advance safe, fair and harmonious workplace practices which are essential to the social and economic well-being of the people of Ontario. The Ministry works towards this end by promoting sound industrial relations, safe and healthy working conditions and equality of treatment and opportunity in employment. Programs are concerned with the rights and responsibilities of the individual worker; management and labour; and health and safety in the workplace. The Ministry is assisted by a range of specialized agencies, boards and commissions, including the Workers' Compensation Board, the Ontario Labour Relations Board, the Workers' Compensation Appeals Tribunal, the Public Service Appeal Boards, the Industrial Disease Standards Panel, Office of the Employer Adviser, Office of the Worker Adviser, the Pay Equity Commission, and the Workplace Health and Safety Agency.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS AND MARKETING BRANCH

**400 University Ave., 15th Flr.  
Toronto M7A 1T7  
416-326-7400  
416-326-7561 (TDD)  
Fax 416-326-7406  
1-800-267-9517 (Toll-free)**

The Communications and Marketing Branch informs the public, client groups and the media about the Ministry's activities, and provides communications support to the Minister, the Deputy Minister, senior managers and program areas. Activities include communications, marketing and planning, media liaison, and production and distribution of information materials.

The branch also operates an **Information Centre** on the main floor of the Ministry's offices at 400 University Avenue, Toronto (326-7565 or 1-800-267-9517) which provides general information and referrals for Ministry programs.

**LEGAL SERVICES BRANCH**

400 University Ave., 16th Flr.  
Toronto M7A 1T7  
416-326-7950  
Fax 416-326-7985

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. The branch also supplies general legal services to the Ministry, such as conducting litigation, settling claims, acting at court hearings, and providing the Ministry with opinions relating to the Occupational Health and Safety Act, the Employment Standards Act, and the Workers' Compensation Act, among others. The Legal Services Branch staff are employees of the Attorney General's Office.

**CORPORATE SERVICES DIVISION**

**COORDINATOR OF FRENCH LANGUAGE SERVICES**

400 University Ave., 7th Flr.  
Toronto M7A 1T7  
416-326-7596  
Fax 416-326-7599

The French Language Services Coordinator implements, within this Ministry and its agencies, boards and commissions, the governments's policy on providing French language services to the Franco-Ontarian public.

**FINANCE AND ADMINISTRATIVE SERVICES BRANCH**

400 University Ave., 2nd Flr.  
Toronto M7A 1T7  
416-326-7290  
Fax 416-326-7274

The Financial and Administrative Services Branch provides Ministry programs with accounting services, such as financial reporting, accounts payable, payroll, revenue and accounts receivable; interpretation and advice on policies and procedures; as well as centralized administrative support. The branch offers the Ministry's executive and program managers financial planning and analysis services, including coordination of the annual resource allocation and estimates process, budget preparation and control, managing-by-results reporting, and implementation of government-wide financial management improvement initiatives. The branch, through its Administrative Services Program also provides the Ministry with central purchasing, facilities management and office services. Liaison with other ministries and central government agencies is also provided by the branch.

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## FINANCE AND ADMINISTRATIVE SERVICES BRANCH

## ADMINISTRATIVE SERVICES

400 University Ave., 2nd Flr.

Toronto M7A 1T7

416-326-7290

Fax 416-326-7274

Administrative Services provides the Ministry with the following services: purchasing of goods and services, facilities management, supply management, printing, duplicating, mail and transportation, fleet management and assets management. The branch liaises with the Management Board Secretariat to coordinate such common services as telephones, directories, acquisition and design of office accommodation, and purchasing of commonly used supplies.

## FREEDOM OF INFORMATION, PRIVACY AND RECORDS MANAGEMENT OFFICE

400 University Ave., 9th Flr.

Toronto M7A 1T7

416-326-7786

Fax 416-314-8749

The Freedom of Information, Privacy and Records Management Office has three main areas of responsibility. The first is coordination of responses by the Ministry to requests for information that are made under the Freedom of Information and Protection of Privacy Act. The second is ensuring that the Ministry complies with the Act's restrictions on the collection, use and disclosure of personal information. The third is provision of records management services to the Ministry.

Guidance and information is provided to the general public and to Ministry program areas through the **Freedom of Information** Office. The Directory of Records, the Act and request forms are available to the public through the Ministry's Freedom of Information Office, the **library** (400 University Ave., 10th Floor) and the regional offices' **reading rooms**, listed below.

151 Ontario Ave.  
**Elliot Lake** P5A 2T2

1 Jarvis St., Main Flr.  
**Hamilton** L8R 3J2

808 Robertson St., 2nd Flr.  
**Kenora** P9N 3X3

115 Clarence St., 3rd Flr.  
**Kingston** K7L 5N6

824 King St. W., 4th Flr.  
**Kitchener** N2G 1G1

130 Dufferin Ave., 4th Flr.  
**London** N6A 5R2

1111 Prince of Wales Dr., Ste. 200  
**Ottawa** K2C 3T2

390 Bay St., 3rd Flr.  
**Sault Ste. Marie** P6A 1X2

199 Larch St., 6th Flr.  
**Sudbury** P3E 5P9

3350 Merrittville Hwy.  
**Thorold** L2V 4Y6

435 James St. S., 1st Flr.  
**Thunder Bay** P7E 6E3

273 Third Ave., Ste. 204  
**Timmins** P4N 1E2



500 Ouellette Ave., Ste. 305  
Windsor N9A 1B3

#### HUMAN RESOURCES BRANCH

400 University Ave., 2nd Flr.  
Toronto M7A 1T7  
416-326-7200  
Fax 416-326-7241  
416-314-5811 (TDD)

The Human Resources Branch works mainly in an advisory capacity with line managers whose prime task is human resource matters within their units. The branch is responsible for the establishment of Ministry human resources policies and procedures, employee classification and compensation levels, staff recruitment, human resource planning, succession planning, career and benefits counselling, investigation of employee grievances, occupational health and safety and all matters affecting working conditions. Maintaining the Ministry's personnel, payroll and employee benefit records and serving as a liaison between the Ministry, Management Board and the Ontario Public Service Employees Union (OPSEU) are branch responsibilities.

The branch also administers the Public Service Act, The Crown Employees Collective Bargaining Act and the Collective Agreement, as they relate to Ministry employees.

The Ministry's summer **youth employment** programs, including **Students Training in Industrial Relations (STIR)** and **Students in Personnel (SIP)**, are coordinated by the branch.

#### INFORMATION TECHNOLOGY AND SYSTEMS BRANCH

400 University Ave., 3rd Flr.  
Toronto M7A 1T7  
416-326-7100  
Fax 416-326-7138

The branch plans, develops and maintains an information technology environment which enables the Ministry to deliver its programs effectively and efficiently.

The branch mission is fulfilled through; participation and leadership in information technology strategy and policy formulation; planning services, information resource management, telecommunication services, forms management, application development, technical and management support services; development and participation in a benefits management program which ensures the projected benefits of information technology are effectively managed by the Ministry.

#### INTERNAL AUDIT BRANCH

Atrium on Bay, Tower B  
40 Dundas St. W., 4th Flr.  
Toronto M5G 2C2  
416-326-7051  
Fax 416-326-7061

Internal Audit is responsible for the Ministry's audit functions, which include the review and appraisal of management, financial and operational controls.

**TRAINING AND LIBRARY SERVICES BRANCH**

400 University Ave., 9th Flr.  
 Toronto M7A 1T7  
 416-326-7681  
 Fax 416-326-7745

The Training and Library Services Branch coordinates training of technical and professional staff; provides training in subjects common throughout the Ministry; and produces training material and videotapes. Area offices are listed below:

195 King St. W., Ste. 304  
**Kitchener** N2G 1B1  
 519-744-7221  
 Fax 519-571-6040

159 Cedar St.  
**Sudbury** P3E 6A5  
 705-670-7426  
 Fax 705-670-7435

**TRAINING AND LIBRARY SERVICES BRANCH**  
**LIBRARY SERVICES**

400 University Ave., 10th Flr.  
 Toronto M7A 1T7  
 416-326-7840  
 Fax 416-326-7844

The **library** collection consists of 70,000 books and reports; 1,200 journal titles; 500 Statistics Canada reports; and Canadian, American and International standards, annual reports and other serials related to the Ministry's areas of responsibility. These include labour relations, women's issues, pay equity, employment, working conditions, employment for the handicapped, occupational health and safety, construction, industrial and mining safety and radiation protection. The library also holds the decisions of the Ontario Labour Relations Board and the Employment Practices Branch, and a collection of judicial decisions under the Occupational Health and Safety Act. A large collection of Microforms, four in-house automated indexes, on-line access to twelve external computerized database systems, interlibrary loan, photocopying services, and two regularly published library bulletins on Labour Relations and Employment (INFOLINK), and Occupational Health and Safety are available to library clients. Interlibrary loan provides borrowing services to non-Ministry clients. On-line computer searches, including SDI searches and in-depth research, are conducted for Ministry of Labour clients only. The library operates the Ministry **reading room** which provides public access to Ministry publications, statutes and some manuals and internal procedures.

**LABOUR POLICY DIVISION**

400 University Ave., 14th Flr.  
 Toronto M7A 1T7  
 416-326-7558  
 Fax 416-326-7599

The Labour Policy Division, headed by an Assistant Deputy Minister, provides the Minister and senior officials with information, analysis and advice to assist in the development, adoption and implementation of policies, programs and legislation related to the workplace.

## EMPLOYMENT CONDITIONS AND LABOUR MARKET POLICY BRANCH

400 University Ave., 15th Flr.  
Toronto M7A 1T7  
416-326-7625  
Fax 416-326-7650

The Employment Conditions and Labour Market Policy Branch leads policy development and conducts related research on labour market issues such as labour adjustment program design, statutory reform, minimum wage, fair wage and the regulation of hours of work and overtime. The branch is also involved in interministerial labour market policy development (e.g. training policy, immigration policy) and provides analysis of policy initiatives of other ministries that have implications for the labour market.

The branch also supports the Minister and Deputy Minister regarding participation in the Cabinet Committee on Economic and Labour Policy.

## HEALTH AND SAFETY POLICY BRANCH

400 University Ave., 7th Flr.  
Toronto M7A 1T7  
416-326-7850  
Fax 416-326-7889

The Health and Safety Policy Branch is responsible for conducting research on health and safety and for developing policy, legislation and regulations to ensure the health and safety of workers.

The Regulations Development Unit (326-7920) coordinates the development of regulations for toxic substances, including designated substances regulations made under the Occupational Health and Safety Act to protect workers from safety hazards.

The Health and Safety Studies Unit (326-7870) conducts occupational **health** and **safety research** studies, and provides consultation concerning the effects of occupational and environmental exposure to **chemical** or biological agents on human health.

The Compliance Reporting Unit (326-7864) evaluates the compliance records of companies applying for **financial aid** and **licences** to cut timber on provincial crown land.

The Policy and Analysis Unit (326-7856) is responsible for the development of policies and procedures.

## WORKPLACE POLICIES AND PRACTICES BRANCH

400 University Ave., 15th Flr.  
Toronto M7A 1T7  
416-326-7625  
Fax 416-326-7650

The Workplace Policies and Practices Branch conducts and coordinates research and policy development in the areas of employment rights and workplace practices including workers' compensation (except occupational health and safety). The branch cooperates with the Labour Market and Adjustment Policy Branch on several standards under the Employment Standards Act; Labour-Management Services regarding collective bargaining matters; and the Pay Equity Commission on pay equity issues.

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The branch provides information services and supports analysis in policy initiatives which impact upon workplace practices or employment rights (such as employment equity and human rights in the workplace).

The branch also supports the Minister and Deputy Minister regarding participation in Cabinet Committees.

## LABOUR-MANAGEMENT SERVICES

### OFFICE OF ARBITRATION

400 University Ave., 16th Flr.

Toronto M7A 1T7

416-326-1300

Fax 416-326-1329

The Office of Arbitration assists the Minister in carrying out statutory responsibilities for constituting boards of **arbitration** and appointing single arbitrators under the **Labour Relations Act** and the **Hospital Labour Disputes Arbitration Act**. The office is responsible for the receipt and processing of requests from **employers** and trade **unions** for the appointment of arbitrators and nominees to boards of arbitration. Activities include identifying individuals qualified to act under ministerial appointment; providing administrative services to arbitrators; monitoring the progress of arbitration proceedings; and cataloguing arbitration awards for public availability. In association with the Labour-Management Advisory Committee, which advises the Minister on matters pertaining to arbitration, the office maintains a roster of qualified arbitrators. The office also provides **labour** and management with dispute resolution assistance through **grievance** mediation officers.

The Office of Arbitration has responsibility for coordinating appeals under the **Employment Standards Act**.

### OFFICE OF COLLECTIVE BARGAINING INFORMATION

400 University Ave., 11th Flr.

Toronto M7A 1T7

416-326-1260

Fax 416-326-1277

The Office of Collective Bargaining Information provides research and analytical support to the government, labour and management. The office compiles and analyses labour relations information, and prepares regular reports on such matters as collective bargaining trends, wages and benefits. In addition, an extensive and up-to-date collective agreement library is maintained.

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**OFFICE OF MEDIATION**

400 University Ave., 5th Flr.  
Toronto M7A 1T7  
416-326-7358  
Fax 416-326-7367

The Office of Mediation's goals are to foster harmonious **labour relations** and to minimize disruption in the economy arising from **strikes** and **lockouts**. The office provides conciliation and mediation services in order to assist the parties in effecting collective agreements. Preventive mediation services are also undertaken during the term of agreement. Parties in a labour dispute must use the government's conciliation services before resorting to strikes or lockouts.

**OPERATIONS DIVISION**

400 University Ave., 14th Flr.  
Toronto M7A 1T7  
416-326-7668  
Fax 416-326-7599

The Ministry of Labour, effective July 1, 1991 reorganized the delivery of its Health and Safety, Employment Standards and Employment Adjustment services to enhance client access to its programs. A new Occupational Health and Safety Branch, Employment Practices Branch and Office of Labour Adjustment assumed responsibility for dealing with province-wide issues, pertaining to the Health and Safety, Employment Standards and Employment Adjustment programs of the Ministry of Labour. The Occupational Health and Safety Branch, Employment Practices Branch and Office of Labour Adjustment provide support to the staff delivering day-to-day operations in six autonomous area offices through the formulation and interpretation of related policies, and the development of new programs.

The Information and Administrative Services Unit (326-7744) provides centralized services, including coordination of systems development, maintenance of line branch computer systems and files, desk top publishing and printing of documents. The unit is responsible for the distribution of the Act and Regulations, as well as other printed materials related to division programs.

**EMPLOYMENT PRACTICES BRANCH  
CENTRE FOR DISABILITY AND WORK**

400 University Ave., 10th Flr.  
Toronto M7A 1T7  
416-326-7810  
416-326-7821 (TDD)  
1-800-465-5963 (Toll-free)  
Fax 416-326-6287

The Centre provides **employment equity** consulting services to employers on initiatives to increase **employment** opportunities for workers with disabilities. Links are facilitated, at both a community and provincial level, between employers, trade unions, health and rehabilitation professionals, persons with disabilities, special interest groups, voluntary programs, social agencies, related government programs, educators, architects and insurers. The Centre operates an information resource centre (a list of resources is available upon

request); engages in public education; advises persons with disabilities seeking employment or career advancement; and advises government on policy and **legislation** affecting the employment of **disabled people**. **Publications** include "Taking Aim: Job Search Strategies for People with Disabilities", "Profile: 34 people with disabilities talk about their careers" and "What It Takes: Planning an Employment Equity Program for People with Disabilities". The first two are also available in French and on audio cassette (in French and English).

## EMPLOYMENT PRACTICES BRANCH EMPLOYMENT STANDARDS PROGRAM

Atrium on Bay, Tower B  
40 Dundas ST. W., 4th Flr.  
Toronto M5G 2C2  
416-326-7160  
416-326-7210 (French)  
Fax 416-326-7061  
1-800-387-2965 (Toll-free)  
1-800-668-8515 (French) (Toll-free)

The program is responsible for the administration and enforcement of the **Employment Standards Act**, **Industrial Standards Act**, **Employment Agencies Act**, and the Ontario Government Fair Wage Schedules.

The Employment Standards Act provides for minimum terms and conditions of **employment**, called employment standards. It sets out the maximum number of hours which can be worked in the day or week; creates a minimum **wage**; requires overtime **pay** of at least one and one-half times the employee's regular rate; and establishes paid public **holidays** and **vacations** with pay. The Act also requires equal pay for equal work; prohibits discrimination on the basis of sex, age or marital status in employer-provided benefit plans; institutes an entitlement to **pregnancy leave** and **parental leave**; forbids lie detector testing; obligates an employer to provide notice of termination or pay in lieu thereof; in certain cases, imposes a separate liability for severance pay; and permits retail store workers to refuse Sunday work under particular circumstances. For information on employment standards, contact the offices listed below.

Under the Industrial Standards Act, employees and employers may jointly request a schedule of **working conditions** for their particular industry. The schedule must be prepared and accepted by both groups and approved by the Ministry, in order to become the standard for that industry or trade in a designated zone. Any properly defined industry may take advantage of the legislation.

The **Fair Wage Schedule** on government contracts ensures that employees working on government projects in the construction, building cleaning and security guard industries receive fair **labour** rates. Contractors are offered a measure of protection from unfair competition based on labour costs when bidding on government contracts. Such contracts contain wage and labour conditions which are applicable to the zone where the work is being carried out, and which must be adhered to by the contractor(s).

The Employment Agencies Act provides for the licensing and regulation of employment agencies in Ontario, with respect to dealings with **job** applicants who use their services to obtain employment. All agencies engaged in "permanent" placement must apply and qualify for a **licence** before undertaking any recruitment activity. For information on any of the above three programs, call 326-7009 or dial toll-free 1-800-387-2965.

The branch participates in the Program for Older Worker Adjustment (POWA), a joint federal/provincial program which provides financial assistance to older workers, age 55 to 64, who lose their jobs because of major permanent layoffs and have no chance of finding new employment.

## CENTRAL AREA

Area Office - Mississauga  
1290 Central Pkwy. W., 3rd Flr.  
**Mississauga** L5C 4R3  
905-273-7800  
Fax 905-615-7098  
If long distance dial  
1-800-461-4383 (Toll-free)

### District Office

114 Worsley St., 2nd Flr.  
**Barrie** L4M 1M1  
705-722-6642  
Fax 705-726-3101  
If long distance in area code 705 dial  
1-800-461-4383 (Toll-free)

## EASTERN AREA

Area Office - Ottawa  
1111 Prince of Wales Dr., Ste. 200  
**Ottawa** K2C 3T2  
613-228-8050  
Fax 613-727-2900  
If long distance dial  
1-800-267-1916 (Toll-free)

Parklane Plaza  
815 High St.  
**Peterborough** K9J 8J9  
705-876-1800  
Fax 705-742-8364  
If long distance dial  
1-800-461-1425 (Toll-free)

### District Offices

The Gore Bldg., 3rd Flr.  
115 Clarence St.  
**Kingston** K7L 5N6  
613-545-0989  
Fax 613-545-9831  
If long distance in area code 613 dial  
1-800-267-0915 (Toll-free)

### Satellite Office

209 Dundas St. E., Ste. 204  
**Whitby** L1N 7H8  
905-666-4688  
Fax 905-666-8290

## HAMILTON/NIAGARA AREA

Area Office - Hamilton  
1 Jarvis St., Main Flr.  
**Hamilton** L8R 3J2  
905-577-6221  
Fax 905-577-1200  
If long distance in area code 416 dial  
1-800-263-6906 (Toll-free)

**District Office**

Schmon Place, Ste. 8 & 9  
 3350 Merrittville Hwy.  
**Thorold** L2V 4Y6  
 905-682-7261  
 Fax 905-685-2085  
 If long distance in area code 416 dial  
 1-800-263-7260 (Toll-free)

**NORTHERN AREA**

Area Office - Sudbury  
 199 Larch St., 6th Flr.  
**Sudbury** P3E 5P9  
 705-675-4455  
 Fax 705-673-2019  
 If long distance in area code 705 dial  
 1-800-461-4000 (Toll-free)

**District Offices**

390 Bay St., 3rd. Flr.  
**Sault Ste. Marie** P6A 1X2  
 705-949-3331  
 Fax 705-949-9796  
 If long distance in area code 705 dial  
 1-800-461-7268 (Toll-free)

435 James St. S., 1st Flr., Ste. 115  
**Thunder Bay** P7E 6E3  
 807-473-3072  
 Fax 807-475-1646  
 If long distance in area code 807 dial  
 1-800-465-5016 (Toll-free)

273 Third Ave., Ste. 204  
**Timmins** P4N 1E2  
 705-267-6231  
 Fax 705-264-9196  
 If long distance in area code 705 dial  
 1-800-461-9847 (Toll-free)

**Satellite Office**

808 Robertson St., 2nd. Flr.  
**Kenora** P9N 3X3  
 807-468-2712  
 Fax 807-468-2792  
 If long distance in area code 807 dial  
 1-800-465-1104 (Toll-free)

**TORONTO AREA**

Area Office - Scarborough  
 2275 Midland Ave.  
**Scarborough** M1P 3E7  
 416-314-5363  
 Fax 416-314-5301  
 If long distance dial  
 1-800-268-6541 (Toll-free)

**District Offices**

Rexdale  
 2150 Islington Ave., Ste. 210  
 Monogram Place  
**Etobicoke** M9P 3V4  
 416-314-4344  
 Fax 416-314-5317



Downtown Toronto  
123 Edward St., 4th Flr.  
**Toronto** M5G 1E2  
416-314-6085  
Fax 416-314-6106  
If long distance dial  
1-800-268-6541 (Toll-free)

#### **WESTERN AREA**

Area Office - London  
130 Dufferin Ave., 4th Flr.  
**London** N6A 5R2  
519-439-2210  
Fax 519-672-0268  
If long distance in area code 519 dial  
1-800-265-4707 (Toll-free)

#### **District Offices**

824 King St. W., 4th Flr.  
**Kitchener** N2G 1G1  
519-744-8106  
Fax 519-570-5694  
If long distance in area code 519 dial  
1-800-265-2469 (Toll-free)

500 Ouellette Ave., Ste. 305  
**Windsor** N9A 1B3  
519-256-8277  
Fax 519-258-1321  
If long distance in area code 519 dial  
1-800-265-5140 (Toll-free)

#### **Satellite Office**

700 Christina St. N.  
**Sarnia** N7V 3C2  
519-336-1200  
Fax 519-336-8477  
If long distance in area code 519 dial  
1-800-265-1416 (Toll-free)

#### **OCCUPATIONAL HEALTH AND SAFETY BRANCH**

##### **CHEST CLINIC**

880 Bay St., 2nd Flr.  
**Toronto** M7A 2C7  
416-326-6340  
Fax 416-326-6356

The Chest Clinic deals with identification and prevention of respiratory **diseases** from occupational exposure to hazardous industrial dusts. Regular surveillance of workers is handled through the chest clinic.

#### **OCCUPATIONAL HEALTH AND SAFETY BRANCH CONSTRUCTION HEALTH AND SAFETY PROGRAM**

400 University Ave., 8th Flr.  
**Toronto** M7A 1T7  
416-326-7770  
1-800-268-8013 (Toll-free) (Area Code 416)  
Fax 416-326-7761

The mandate of the Construction Health and Safety Program is to administer and enforce the provisions of the **Occupational Health and Safety Act**, Revised Statutes of Ontario, 1980 Chapter 321; Ontario Regulation 213/91 (Construction Projects); the Regulation Respecting Asbestos on Construction Projects and in Building and Repair Operations; the

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Regulation Respecting Diving Operations, Ontario Regulation 634/86; and the Regulation for Window Cleaning 527/88. The provisions of the Act encompass **health** and **safety** issues affecting on-site **employees** and **employers** in the **construction** industry, performing work underground, using compressed air, on **buildings**, streets, sewers, watermains, involving diving, window cleaning and ship building and repair operations. Program operations include periodic inspection of related work sites, investigation of complaints, refusals to perform unsafe work, allegations of reprisals, **accidents** and fatalities. Strategies for obtaining compliance with the provisions of the Act and Regulations include: consultation and advice concerning the appropriate remedial measures, contraventions of the legislation that could result in critical or fatal injuries to a worker, prosecution initiation or recommendation.

Professional engineering staff provide technical expertise to field inspectors, labour-management groups, manufacturers of equipment used in the construction industry and professionals such as architects, engineers and diving specialists.

Each of the six area offices will offer a complete coordinated range of health, safety and employment standards services and serve as key centres of operation for six geographic areas of the province. The following is a list of area and district offices.

### CENTRAL AREA

Area Office - Mississauga  
1290 Central Parkway W., Ste. 304  
**Mississauga** L5C 4R3  
905-273-7800  
Fax 905-615-7098  
If long distance dial  
1-800-268-2966 (Toll-free)

#### District Office

114 Worsley St., 2nd Flr.  
**Barrie** L4M 1M1  
705-722-6642  
Fax 705-726-3101  
If long distance in area code 705 dial  
1-800-461-4383 (Toll-free)

### EASTERN AREA

Area Office - Ottawa  
1111 Prince of Wales Dr., Ste. 200  
**Ottawa** K2C 3T2  
613-228-8050  
Fax 613-727-2900  
If long distance dial  
1-800-267-1916 (Toll-free)

Parklane Plaza  
815 High St.  
**Peterborough** K9J 8J9  
705-876-1800  
Fax 705-742-8364  
If long distance dial  
1-800-461-1425 (Toll-free)

#### District Offices

115 Clarence St., 3rd Flr.  
**Kingston** K7L 5N6  
613-545-0989  
Fax 613-545-9831  
If long distance in area code 613 dial  
1-800-267-0915 (Toll-free)

#### Satellite Office

209 Dundas St. E., Ste. 204  
**Whitby** L1N 7H8  
905-666-4688  
Fax 905-666-8290

## HAMILTON/NIAGARA AREA

Area Office - Hamilton  
1 Jarvis St., Main Flr.  
**Hamilton** L8R 3J2  
905-577-6221  
Fax 905-577-1324  
If long distance dial  
1-800-263-9296 (Toll-free)  
in area code 416 dial  
1-800-263-6906 (Toll-free)

## NORTHERN AREA

Area office - Sudbury  
199 Larch St., 6th Flr.  
**Sudbury** P3E 5P9  
705-675-4455  
If long distance in area code 705 dial  
1-800-461-4000 (Toll-free)  
Fax 705-673-2019

### District Offices

390 Bay St., 3rd Flr.  
**Sault Ste. Marie** P6A 1X2  
705-949-3331  
Fax 705-949-9796  
If long distance in area code 705 dial  
1-800-461-7268 (Toll-free)  
  
435 James St. S., 1st Flr., Ste. 115  
**Thunder Bay** P7E 6E3  
807-475-1676  
Fax 807-475-1646  
If long distance in area code 807 dial  
1-800-465-5016/17 (Toll-free)

## TORONTO AREA

Area Office - Scarborough  
2275 Midland Ave.  
**Scarborough** M1P 3E7  
416-314-5380  
Fax 416-314-5405  
If long distance dial  
1-800-268-6541 (Toll-free)

### District Office

Schmon Place, Ste. 8 & 9  
3350 Merrittville Hwy.  
**Thorold** L2V 4Y6  
905-682-7261  
Fax 905-685-2085  
If long distance in area code 416 dial  
1-800-263-7260 (Toll-free)

273 Third Ave., Ste. 204  
**Timmins** P4N 1E2  
705-267-6231  
Fax 705-264-9196  
If long distance in area code 705 dial  
1-800-461-9847 (Toll-free)

### Satellite Offices

479 Government Rd.  
**Dryden** P8N 3B3  
807-223-4898  
Fax 807-223-4344  
  
1500 Fisher St., 2nd Flr.  
**North Bay** P1B 2H3  
705-494-7176  
Fax 705-476-8301  
If long distance in area code 705 dial  
1-800-461-1654 (Toll-free)

### District Offices

Rexdale  
2150 Islington Ave., Ste. 210  
Monogram Place  
**Etobicoke** M9P 3V4  
416-314-4344  
Fax 416-314-5317

Downtown Toronto  
 123 Edward S., 4th Flr.  
**Toronto** M5G 1E2  
 416-314-6092  
 Fax 416-314-6106  
 If long distance dial  
 1-800-268-6541 (Toll-free)

## **WESTERN AREA**

Area Office - London  
 130 Dufferin Ave., 4th Flr.  
**London** N6A 5R2  
 519-439-2210  
 Fax 519-672-0268  
 If long distance in area code 519 dial  
 1-800-265-4707 (Toll-free)

### **District Offices**

824 King St. W., 4th Flr.  
**Kitchener** N2G 1G1  
 519-744-8101  
 Fax 519-570-5694  
 If long distance in area code 519 dial  
 1-800-265-2468 (Toll-free)

500 Ouellette Ave., Ste. 305  
**Windsor** N9A 1B3  
 519-256-8277  
 Fax 519-258-1321  
 If long distance in area code 519 dial  
 1-800-265-5140 (Toll-free)

### **Satellite Office**

700 Christina St. N.  
**Sarnia** N7V 3C2  
 519-336-1200  
 Fax 519-336-8477  
 If long distance in area code 519 dial  
 1-800-265-1416 (Toll-free)

## **OCCUPATIONAL HEALTH AND SAFETY BRANCH INDUSTRIAL HEALTH AND SAFETY PROGRAM**

400 University Ave., 8th Flr.  
**Toronto** M7A 1T7  
 416-326-7770  
 Fax 416-326-7761

Established under the **Occupational Health and Safety Act**, the office administers programs designed to reduce the incidence of illness and injury among workers in **industry** and institutions including hospitals and schools. (For the construction and mining industries, see the Construction Health and Safety Program, and the Mining Health and Safety Program).

The office encourages employers and employees to assume primary responsibility for occupational **health** and **safety** programs. Consultation and assistance are provided to recognize, evaluate and control potential problems, and establish ongoing safety programs and internal responsibility systems. Industrial Health and Safety Officers, operating out of 17 area and district offices throughout the province, periodically inspect industrial establishments and logging sites, and investigate refusals to work under unsafe conditions, **deaths** and serious **accidents**. Regional engineers in the district offices review plans for new **buildings** and alterations to existing ones in order to check for occupational health and



safety hazards prior to construction. The head office is responsible for overall program implementation. Industrial Health and Safety Officers and Engineers operate out of the following area and district offices:

### CENTRAL AREA

Area Office - Mississauga  
1290 Central Pkwy. W., 3rd Flr.  
**Mississauga** L5C 4R3  
905-273-7800  
Fax 905-615-7098  
If long distance dial  
1-800-268-2966/7 (Toll-free)

### District Office

114 Worsley St., 2nd Flr.  
**Barrie** L4M 1M1  
705-722-6642  
Fax 705-726-3101  
If long distance in area code 705 dial  
1-800-461-4383 (Toll-free)

### EASTERN AREA

Area Office - Ottawa  
1111 Prince of Wales Dr., Ste. 200  
**Ottawa** K2C 3T2  
613-228-8050  
Fax 613-727-2900  
If long distance dial  
1-800-267-1916 (Toll-free)

Parklane Plaza  
815 High St.  
**Peterborough** K9J 8J9  
705-876-1800  
Fax 705-742-8364  
If long distance dial  
1-800-461-1425 (Toll-free)

### District Offices

115 Clarence St., 3rd. Flr.  
**Kingston** K7L 5N6  
613-545-0989  
Fax 613-545-9831  
If long distance in area code 613 dial  
1-800-267-0915 (Toll-free)

### Satellite Office

209 Dundas St. E., Ste. 204  
**Whitby** L1N 7H8  
905-666-4688  
Fax 905-666-8290

### HAMILTON/NIAGARA AREA

Area Office - Hamilton  
1 Jarvis St., Main Flr.  
**Hamilton** L8R 3J2  
905-577-6221  
Fax 905-577-1324  
If long distance in area code 416 dial  
1-800-263-6906 (Toll-free)

### District Office

Schmon Place, Ste. 8 & 9  
3350 Merrittville Hwy.  
**Thorold** L2V 4Y6  
905-682-7261  
Fax 905-685-2085  
If long distance in area code 416 dial  
1-800-263-7260 (Toll-free)

**NORTHERN AREA****Area Office - Sudbury**

199 Larch St., 6th Flr.

**Sudbury P3E 5P9**

705-675-4455

Fax 705-673-2019

If long distance in area code 705 dial

1-800-461-4000 (Toll-free)

**District Offices**

390 Bay St., 3rd Flr.

**Sault Ste. Marie P6A 1X2**

705-949-3331

Fax 705-949-9796

If long distance in area code 705 dial

1-800-461-7268 (Toll-free)

435 James St. S., 1st Flr., Ste. 115

**Thunder Bay P7E 6E3**

807-475-1370

Fax 807-475-1646

If long distance in area code 807 dial

1-800-465-5016/17 (Toll-free)

273 Third Ave., 2nd Flr.

**Timmins P4N 1E2**

705-267-6231

Fax 705-264-9196

If long distance in area code 705 dial

1-800-461-9847 (Toll-free)

**Satellite Offices**

479 Government Rd.

**Dryden P8N 3B3**

807-223-4898

Fax 807-223-4344

80 Riverside Dr., Rm. 24

**Kapuskasing P5N 1B2**

705-267-6231

If long distance in area code 705 dial

1-800-461-9847 (Toll-free)

1500 Fisher St., 2nd Flr.

**North Bay P1B 2H3**

705-494-7176

Fax 705-476-8301

If long distance in area code 705 dial

1-800-461-1654 (Toll-free)

**TORONTO AREA****Area Office - Scarborough**

2275 Midland Ave.

**Scarborough M1P 3E7**

416-314-5419

Fax 416-314-5422

If long distance dial

1-800-268-6541 (Toll-free)

**Downtown Toronto**

123 Edward St., 4th Flr.

**Toronto M5G 1E2**

416-314-6105

Fax 416-314-6106

If long distance dial

1-800-268-6541 (Toll-free)

**District Offices****Rexdale**

2150 Isington Ave., Ste. 210

Monogram Place

**Etobicoke M9P 3V4**

416-314-4344

Fax 416-314-5317

**WESTERN AREA**

Area Office - London  
 130 Dufferin Ave., 4th Flr.  
**London** N6A 5R2  
 519-439-2210  
 Fax 519-672-0268  
 If long distance in area code 519 dial  
 1-800-265-4707 (Toll-free)

**District Offices**

824 King St. W., 4th Flr.  
**Kitchener** N2G 1G1  
 519-744-8101  
 Fax 519-570-5694  
 If long distance in area code 416 dial  
 1-800-265-2373 (Toll-free)  
 in area code 519 dial  
 1-800-265-2468/9 (Toll-free)

500 Ouellette Ave., Ste. 305  
**Windsor** N9A 1B3  
 519-256-8277  
 Fax 519-258-1321  
 If long distance in area code 519 dial  
 1-800-265-5140 (Toll-free)

**Satellite Office**

700 Christina St. N.  
**Sarnia** N7V 3C2  
 519-336-1200  
 Fax 519-336-8477  
 If long distance in area code 519 dial  
 1-800-265-1416 (Toll-free)

**OCCUPATIONAL HEALTH AND SAFETY BRANCH****MATERIALS TESTING LABORATORY**

Green Miller Centre, Bldg. "C"  
 933 Ramsey Lake Rd.  
**Sudbury** P3E 6B5  
 705-670-5695  
 Fax 705-670-5710

By statute, all **wire ropes** used in mine **hoisting** installations must be tested by the Materials Testing Laboratory before use and at intervals during service.

**OCCUPATIONAL HEALTH AND SAFETY BRANCH****MINING HEALTH AND SAFETY PROGRAM**

Green Miller Centre, Bldg. "C"  
 933 Ramsey Lake Rd.  
**Sudbury** P3E 6B5  
 705-670-5695  
 Fax 705-670-5698

This program administers the **Occupational Health and Safety Act** and **Regulations for Mines and Mining Plants**. Open **pits**, **quarries**, **metallurgical** operations, sand, clay, shale and gravel pits, aggregate plants, peat workings and diamond drilling operations are periodically inspected to control occupational **health** and **safety** hazards in the workplace. The branch also carries out **air** sample testing to ensure a safe working environment; investigates **deaths**, serious **accidents** and refusals to perform unsafe work; and consults with labour and management to increase their involvement in identifying and eliminating occupational health and safety hazards. Pre-development plans of new and changing operations are reviewed to check for occupational health and safety hazards before construction.

The Mining Health and Safety Program operates out of ten field offices, listed below.

The Mine Rescue Program trains specialists at each underground mine in **mine** rescue procedures, in the event of a mine fire or disaster. The Mine Rescue training officers maintain a number of stations (listed below), as well as non-staffed substations equipped with breathing apparatus, **fire** fighting equipment, and other emergency equipment and supplies to facilitate an immediate response to any mine emergency.

## FIELD OFFICES

114 Worsley St., 2nd Flr.

**Barrie** L4M 1M1

705-722-6642

Fax 705-726-3101

If long distance in area code 705 dial

1-800-461-4383 (Toll-free)

Algo Centre

151 Ontario Ave.

**Elliot Lake** P5A 2T2

705-848-2885

Fax 705-848-8055

115 Clarence St., 3rd Flr.

**Kingston** K7L 5N6

613-545-0989

Fax 613-545-9831

If long distance in area code 613 dial

1-800-267-0915 (Toll-free)

6 Tweedsmuir Ave., Ste. 303

**Kirkland Lake** P2N 1H9

705-567-5292

Fax 705-567-5737

130 Dufferin Ave., 4th Flr.

**London** N6A 5R2

519-439-2210

Fax 519-672-0268

If long distance in area code 519 dial

1-800-265-7685 (Toll-free)

2 Hemlo Dr., Ste. 23

**Marathon** P0T 2E0

807-229-3202

Fax 807-229-1928

Parklane Plaza

815 High St.

**Peterborough** K9J 8J9

705-876-1800

Fax 705-742-8364

If long distance dial

1-800-461-1425 (Toll-free)

Provincial Bldg.

199 Larch St., 6th Flr.

**Sudbury** P3E 5P9

705-675-4455

Fax 705-673-2019

If long distance in area code 705 dial

1-800-461-4000 (Toll-free)

435 James St. S., 1st Flr., Ste. 115

**Thunder Bay** P7E 6E3

807-475-1677

Fax 807-475-1646

If long distance in area code 807 dial

1-800-465-5016 (Toll-free)

273 Third Ave., Ste. 204

**Timmins** P4N 1E2

705-267-6231

Fax 705-264-9196

If long distance in area code 705 dial

1-800-461-9847 (Toll-free)



## MINE RESCUE STATIONS

431 Dickenson Rd.  
P. O. Box 268  
**Balmertown** P0V 1C0  
807-735-2331  
Fax 807-735-2860

28 Victoria St.  
**Delaware** N0L 1E0  
519-652-9809  
Fax 519-652-9824  
If long distance dial  
1-800-265-4707 (Toll-free)

50 Hillside Dr. N.  
**Elliot Lake** P5A 1X4  
705-848-3022  
Fax 705-848-6226

107 Government Rd. W.  
**Kirkland Lake** P2N 2E8  
705-567-4606  
Fax 705-567-3649

2 Partridge St.  
P. O. Box 7  
**Manitouwadge** P0T 2C0  
807-826-4490  
Fax 807-826-3016

P. O. Box 338  
Levack Hwy.  
**Onaping** P0M 2R0  
705-966-3844  
Fax 705-966-2501

**Administration Office**  
Green Miller Centre, Bldg. "C"  
933 Ramsey Lake Rd.  
**Sudbury** P3E 6B5  
705-670-5707  
Fax 705-670-5708

P. O. Box 1096  
Schumacher Hwy.  
**Timmins** P4N 7H9  
705-264-7511  
Fax 705-264-5772

## OCCUPATIONAL HEALTH AND SAFETY BRANCH OCCUPATIONAL HEALTH LABORATORY SERVICE

101 Resources Rd.  
Weston M9P 3T1  
416-235-5962  
Fax 416-235-6024

The Occupational Health Laboratory Service performs **chemical** analyses of biological specimens, **air** samples and industrial materials, and assesses the exposure of workers to hazardous substances.

## OCCUPATIONAL HEALTH AND SAFETY BRANCH PROFESSIONAL AND SPECIALIZED SERVICES

400 University Ave., 8th Flr.  
Toronto M7A 1T7  
416-326-7770  
Fax 416-326-1439

The program has a multidisciplinary team of occupational health professionals providing consultation and guidance to field personnel; toxicological assessment of chemicals; notifiability of new chemical and biological agents; statistical analyses of occupational health data; coordination of training programs; and direction of field research in occupational health. The following is a list of area and district offices.

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**CENTRAL AREA**

Area Office - Mississauga  
 1290 Central Pkwy. W., 3rd Flr.  
**Mississauga L5C 4R3**  
 905-273-7800  
 Fax 905-615-7098  
 If long distance dial  
 1-800-268-2966/7 (Toll-free)

**District Office**

114 Worsley St., 2nd Flr.  
**Barrie L4M 1M1**  
 705-722-6642  
 Fax 705-726-3101  
 If long distance in area code 705 dial  
 1-800-461-4383 (Toll-free)

**EASTERN AREA**

Area Office - Ottawa  
 1111 Prince of Wales Dr., Ste. 200  
**Ottawa K2C 3T2**  
 613-228-8050  
 Fax 613-727-2900  
 If long distance dial  
 1-800-267-1916 (Toll-free)

Parklane Plaza  
 815 High St.  
**Peterborough K9J 8J9**  
 705-876-1800  
 Fax 705-742-8364  
 If long distance dial  
 1-800-461-1425 (Toll-free)

**District Offices**

115 Clarence St., 3rd Flr.  
**Kingston K7L 5N6**  
 613-545-0989  
 Fax 613-545-9831  
 If long distance in area code 613 dial  
 1-800-267-0915 (Toll-free)

**HAMILTON/NIAGARA AREA**

Area Office - Hamilton  
 1 Jarvis St., Main Flr.  
**Hamilton L8R 3J2**  
 905-577-6221  
 Fax 905-577-1324  
 If long distance in area code 416 dial  
 1-800-263-6906 (Toll-free)

**District Office**

Schmon Place, Ste. 8 & 9  
 3350 Merrittville Hwy.  
**Thorold L2V 4Y6**  
 905-682-7261  
 Fax 905-685-2085  
 If long distance in area code 416 dial  
 1-800-263-7260 (Toll-free)

## NORTHERN AREA

Area Office - Sudbury  
199 Larch St., 6th Flr.  
**Sudbury P3E 5P9**  
705-675-4455  
Fax 705-673-2019  
If long distance in area code 705 dial  
1-800-461-4000 (Toll-free)

### District Offices

390 Bay St., 3rd Flr.  
**Sault Ste. Marie P6A 1X2**  
709-949-3331  
Fax 705-949-9796  
If long distance in area code 705 dial  
1-800-461-7268 (Toll-free)

## TORONTO AREA

Area Office - Scarborough  
2275 Midland Ave.  
**Scarborough M1P 3E7**  
416-313-5336  
Fax 416-314-5444  
If long distance dial  
1-800-268-6541 (Toll-free)

## WESTERN AREA

30 Dufferin Ave., 4th Flr.  
**London N6A 5R2**  
519-439-2210  
Fax 519-672-0268  
If long distance in area code 519 dial  
1-800-265-4707 (Toll-free)

### District Offices

824 King St. W., 4th Flr.  
**Kitchener N2G 1G1**  
519-744-8101  
Fax 519-570-5694  
If long distance in area code 519 dial  
1-800-265-2469 (Toll-free)

435 James St. S., 1st Flr., Ste. 115  
**Thunder Bay P7E 6E3**  
807-475-1677  
Fax 807-475-1646  
If long distance in area code 807 dial  
1-800-465-5016/7 (Toll-free)

273 Third Ave., 2nd Flr.  
**Timmins P4N 1E2**  
705-267-6231  
Fax 705-264-9196  
If long distance in area code 705 dial  
1-800-461-9847 (Toll-free)

### District Office

Downtown Toronto  
123 Edward St., 4th Flr.  
**Toronto M5G 1E2**  
416-314-6060  
Fax 416-314-6106  
If long distance dial  
1-800-268-6541 (Toll-free)

500 Ouellette Ave., Ste. 305  
**Windsor N9A 1B3**  
519-256-8277  
Fax 519-258-1321  
If long distance in area code 519 dial  
1-800-265-5140 (Toll-free)

## OCCUPATIONAL HEALTH AND SAFETY BRANCH RADIATION PROTECTION SERVICE

81 Resources Rd.  
Weston M9P 3T1  
416-235-5922  
Fax 416-235-5926

The Radiation Protection Service conducts tests and provides advice to protect workers and the general public from the harmful effects of **radiation**. This office administers the **X-ray** Safety Regulation 632/86 under the Occupational Health and Safety Act. The **laboratory** within the service analyses the radioactivity of materials from mining operations, **nuclear** reactors and users of isotopes.

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Agencies of the Ministry of Labour are listed below.

### INDUSTRIAL DISEASE STANDARDS PANEL

69 Yonge St., Ste. 1004  
Toronto M5E 1K3  
416-327-4156  
Fax 416-327-4166

The Industrial Disease Standards Panel is mandated to: investigate possible industrial disease in the province; make findings on probable connections between disease and the workplace; develop criteria and eligibility rules for evaluating compensation claims; report its findings to the Workers' Compensation Board.

### OFFICE OF THE EMPLOYER ADVISER

101 Bloor St. W., Ste. 501  
Toronto M5S 1P7  
416-327-0020  
1-800-387-0774 (Toll-free)  
Fax 416-327-0726

The Office of the Employer Adviser (**OEA**) provides advisory services to **employers** registered with the Ontario Workers' Compensation Board by responding to telephone inquiries, assisting in appeal initiation and representing clients at the **Workers' Compensation Board** and Workers' Compensation Appeals Tribunal. Through training and education programs and a regular publication series, the OEA enables employers to become more self-reliant in the management of WCB claims. In addition, the OEA advocates on policy matters within government on behalf of employers by communicating their concerns and recommendations to the proper administrative authorities.

The OEA is an agency of the Ministry of Labour and a free service to employers. The OEA budget is fully charged back to the WCB.

The office delivers programs through regional and field offices, listed below.



**CENTRAL AND EASTERN REGION****Field Offices**

2197 Riverside Dr., Ste. 302

**Ottawa** K1H 7X3

613-521-5941

Fax 613-521-4179

If long distance in area code 613 dial

1-800-267-9800 (Toll-free)

500 George St. N.

c/o City Hall

**Peterborough** K9H 3R9

705-748-8803

Fax 705-743-7825

101 Bloor St. W., Ste. 501

**Toronto** M5S 1P7

416-327-0020

Fax 416-327-0726

If long distance dial

1-800-387-0774 (Toll-free)

**SOUTHWESTERN AND NORTHERN REGION****Field Offices**

25 Main St. W., Ste. 1600

**Hamilton** L8P 1H1

905-521-7850

Fax 905-521-7885

If long distance in area code 416 dial

1-800-263-8564 (Toll-free)

30 Duke St. W., Ste. 1005

**Kitchener** N2H 3W5

519-576-0050

Fax 519-576-4292

If long distance in area code 519 dial

1-800-265-8949 (Toll-free)

244 Pall Mall St., Ste. 300

**London** N6A 5P6

519-439-0003

Fax 519-439-8524

If long distance in area code 519 dial

1-800-668-0050 (Toll-free)

128 Larch St. Ste. 500

**Sudbury** P3E 5J8

705-673-7214

Fax 705-673-5212

If long distance in area code 705 dial

1-800-461-4734 (Toll-free)

435 James St., 3rd Flr.

**Thunder Bay** P7C 5G6

807-473-3125

Fax 807-475-1665

If long distance in area code 807 dial

1-800-561-4850 (Toll-free)

500 Ouellette Ave., Ste. 600

**Windsor** N9A 1B3

519-256-1894

Fax 519-256-9762

If long distance in area code 519 dial

1-800-461-4734 (Toll-free)

**OFFICE OF THE WORKER ADVISER**

123 Edward St., 13th Flr.

**Toronto** M5G 1E2

416-325-8570

Fax 416-325-4830

The Office of the Worker Adviser (**OWA**) assists and represents injured **workers** with WCB claims through all stages of the claims process, including appeals before the **Workers' Compensation Board** and Workers' Compensation Appeals Tribunal. A resource and **information service** focusing on Workers' Compensation issues is also available to the public.

Worker Adviser service is provided outside Toronto through Regional Offices listed below.

## REGIONAL OFFICES

- 25 Main St. W., Ste. 1221  
**Hamilton** L8P 1H1  
 905-521-7571  
 Fax 905-546-8250  
 If long distance in area code 519, 613 dial  
 1-800-263-8572 (Toll-free)  
 in area code 416 dial  
 1-800-263-9209 (Toll-free)
- 824 King St. W., Ste. 304  
**Kitchener** N2G 1G1  
 519-579-2340  
 Fax 519-579-4530  
 If long distance in area code 519 dial  
 1-800-265-2466 (Toll-free)
- 495 Richmond St., Ste. 104  
**London** N6A 5A9  
 519-679-7203  
 Fax 519-663-9197  
 If long distance in area code 519 dial  
 1-800-265-7924 (Toll-free)
- 90 Dundas St. W., Ste. 300  
**Mississauga** L5B 2T5  
 905-949-2350  
 Fax 905-949-2745  
 If long distance in area code 416 dial  
 1-800-267-3949 (Toll-free)  
 in area code 519, 705 dial  
 1-800-387-8806 (Toll-free)
- 222 Somerset St. W., Ste. 401  
**Ottawa** K2P 2G3  
 613-230-0420  
 Fax 613-230-1587  
 If long distance in area code 613 dial  
 1-800-267-6599 (Toll-free)
- 421 Bay St. 5th Flr.  
**Sault Ste. Marie** P6A 1X3  
 705-759-4993  
 Fax 705-759-6788  
 If long distance dial  
 1-800-461-6023 (Toll-free)
- 4002 Sheppard Ave. E., Ste. 502  
**Scarborough** M1S 4R5  
 416-754-7659  
 Fax 416-754-4938  
 If long distance in area code 416 dial  
 1-800-268-4343 (Toll-free)
- 111 Larch St. 6th Flr.  
**Sudbury** P3E 4T5  
 705-675-5924  
 Fax 705-675-4126  
 If long distance in area code 705 dial  
 1-800-461-6372 (Toll-free)
- 107B Johnson Ave.  
**Thunder Bay** P7B 2V9  
 807-345-4403  
 Fax 807-345-4472  
 If long distance in area code 807 dial  
 1-800-465-3966 (Toll-free)
- 60 Wilson Ave., 3rd Flr.  
**Timmins** P4N 2S7  
 705-268-3454  
 Fax 705-268-8737  
 If long distance in area code 705 dial  
 1-800-461-9854 (Toll-free)
- 880 Ouellette Ave., Ste. 801  
**Windsor** N9A 1C7  
 519-254-7558  
 Fax 519-973-1428  
 If long distance in area code 519 dial  
 1-800-265-5649 (Toll-free)
- 3700 Steeles Ave. W., Ste. 902  
**Woodbridge** L4L 8K8  
 905-856-4366  
 Fax 905-856-5565  
 If long distance in area code 416 dial  
 1-800-387-7495 (Toll-free)

**ONTARIO LABOUR RELATIONS BOARD**

400 University Ave., 4th Flr.

Toronto M7A 1T7

416-326-7500

Fax 416-326-7531

The Ontario Labour Relations Board is a neutral, quasi-judicial tribunal which administers the Ontario **Labour Relations Act**. The Act gives the Board power to deal with specific labour relations matters, including: **certification** of a trade **union**, termination of a trade union's bargaining rights, complaints of unfair **labour** practices, first contract arbitration, declarations of successorship of employers or trade unions, cease and desist orders and declarations of illegal strikes and lockouts, trusteeship of locals of trade unions, consent to prosecute, **arbitration** of grievances in the **construction** industry, and trade union jurisdictional disputes.

The Board also deals with declarations of illegal **strikes** and **lockouts**, cease and desist orders and consents to prosecute under the **School Boards and Teachers' Collective Negotiations Act**; **employee** complaints of being disciplined, penalized or coerced for acting in compliance with the **Occupational Health and Safety Act**, **Smoking in the Workplace Act**, and the **Environmental Protection Act**; and declarations of successorship under the **Successor Rights (Crown Transfers) Act**. Certain provisions of the **Hospital Labour Disputes Arbitration Act** and the **Colleges Collective Bargaining Act** are administered by the Board.

For the general public, the Board **publishes** an Annual Report, a booklet entitled "Guide to the Labour Relations Act", a monthly report of decisions entitled "Ontario Labour Relations Board Reports", and three pamphlets: "Rights of Employees, Employers and Trade Unions", "Certification by the Ontario Labour Relations Board", and "Unfair Labour Practice Proceedings Before the Ontario Labour Relations Board". The Board's **library** is also open to the public (326-7469).

**PAY EQUITY COMMISSION**

150 Eglinton Ave. E., 5th Flr.

Toronto M4P 1E8

416-481-4464

Fax 416-314-8741

1-800-387-8813/87 (Toll-free)

The Pay Equity Commission has been established to assist all parties in achieving pay equity in the workplace. The commission comprises the Pay Equity Office, which has a mandate to provide information and public education; policy and research; complaint resolution; and the **Pay Equity Hearings Tribunal**. The Hearings Tribunal hears and determines all matters and disputes which arise under the Pay Equity Act. Hearings may be held at the request of an employer, union, an individual employee or if the matter is referred to the Tribunal by the Pay Equity Office.

Implementation of the **Pay Equity Act** is a self-managed process undertaken by employers and employees or bargaining agents, with minimal involvement, if any, from the commission.

Pay Equity Hearings Tribunal  
 150 Eglinton Ave. E., 5th Flr.  
 416-481-4276  
 Fax 416-314-8743  
 1-800-668-3946 (Toll-free)

#### PUBLIC SERVICE APPEAL BOARDS

180 Dundas St. W., Ste. 2100  
 Toronto M5G 1Z8  
 416-326-1388  
 Fax 416-326-1396

The **Public Service Grievance Board** and **Public Service Classification Rating Committees** (326-1388) are tribunals which hear **appeals** about non-bargaining **Ontario Public Service employees'** grievances regarding discipline, dismissal, working conditions and job classification. The **Crown Employees Grievance Settlement Board** (326-1388) hears grievances arising in bargaining units represented by the **Ontario Public Service Employees Union (OPSEU)**; **Ontario Liquor Boards Employees Union (OLBEU)**; **Canadian Union of Public Employees (CUPE 1750)**; **Workers' Compensation Board (CUPE 767)**; **Ontario Housing Corporation (Metropolitan Toronto)**, (CUPE 3096); **Ontario Housing Corporation (Provincial Division)**; **Amalgamated Transit Union, Local 1587 (ATU)**; and **GO Transit**. The **Ontario Public Service Labour Relations Tribunal** (326-1388) hears appeals regarding union representation, unfair labour practices, bad faith bargaining, union dues, inclusions and exclusions of employees in bargaining units, and administers the **Crown Employees Collective Bargaining Act**. Ad hoc arbitration boards hear and adjudicate disputes between employers and **unions**.

#### WORKERS' COMPENSATION APPEALS TRIBUNAL

505 University Ave., 7th Flr.  
 Toronto M5G 1X4  
 416-598-4638  
 Fax 416-965-5134

The **Workers' Compensation Appeals Tribunal (WCAT)** is the final level of **appeal** to which workers and employers may bring **Workers' Compensation Board (WCB)** matters regarding entitlement to benefits, health care and vocational rehabilitation. It also decides appeals from **WCB** decisions on assessments, penalties and transfers of costs, as well as, disputes over employer access to workers' files and workers' objections to undergoing medical examinations requested by employers. In addition, the tribunal decides if a person has the right to sue in court instead of making a **compensation** claim. **WCAT** is an independent tribunal, separate and apart from **WCB**.



**WORKERS' COMPENSATION BOARD**

2 Bloor St. E.  
Toronto M4W 3C3  
416-927-9555

The Workers' Compensation Board (**WCB**) administers the **Workers Compensation Act** and provides the following to workers who sustain work-related **injuries** or suffer from industrial **diseases**: **compensation** payments or awards; survivors' benefits; **medical rehabilitation** services; and vocational rehabilitation services (functional abilities evaluations, **vocational counselling** and **job** training).

The Chair and Board of Directors report to the Lieutenant Governor in Council through the Minister of Labour, who answers for the Board in the Legislature. The Board maintains a library of research and reference materials (927-4972), as well as videotapes and publications (927-3500) at its head office in Toronto.

Objections to decisions are reviewed by the Decision Review Branch of the Human Resources and Client Appeals Division, located at the Board's head office in Toronto. If the Decision Review Specialist in the Decision Review Branch cannot grant the objection, a hearing may be requested from the Hearings Branch. The Board may reconsider any Hearings Branch decision in cases where a hearing has been improperly conducted, an obvious error has occurred, or new evidence is introduced. Clients may appeal the Hearings Branch's decision to the independent Workers' Compensation Appeals Tribunal.

The Board is organized into eight divisions: Client Services; Clinical and Rehabilitation Services; Communications and Public Affairs; Finance and Administration; Human Resources and Client Appeals; Information Services; Investments; and Strategic Policy and Analysis.

Client Services consists of:

Eight Integrated Service Units (ISUs) that provide integrated adjudication, vocational rehabilitation and medical services in the Toronto and Central Ontario Region. The only industry-based ISU is Central Ontario Construction which serves the construction industry in the Central Ontario Region from its Toronto office.

Two Complex Case Units (CCUs) that provide specialized services province-wide. The CCU (Diseases) handles all disease claims and fatalities; the CCU (Injuries) handles serious injuries, Non-Economic Loss (NEL) and Future Economic Loss (FEL) benefits, and implements Workers' Compensation Board Appeals Tribunal decisions.

Six Regional Offices, organized after the Integrated Service Unit model, that are located in Hamilton (North and South), Ottawa (East and West) Thunder Bay, Sudbury, Windsor and London.

Toronto Claims Information Centre and six Area Offices that are located in Kingston, North Bay, St. Catharines, Kitchener/Waterloo, Sault Ste. Marie, and Timmins.

The Communications and Public Affairs Division consists of: Communications Services, Graphics, Multi-Lingual Services and Public Affairs (927-3500).

Finance and Administration comprises: Actuarial Services (927-4097); Financial Planning (927-3751); Accounting (927-3957); Treasury (927-6966); Internal Audit (927-4804); Administrative Services (927-4493); Auxiliary Services (927-4661); Records Management (927-2458); Investments Administration (927-4273); and the Revenue Department which includes Employer Health and Safety Initiatives (927-4169), Employer Registration and Assessment (927-3881), Employer Collections (416-521-4405), Employer Audit (927-3850), Employer Schedule II (927-3964), and Revenue Strategy Project (969-1714).

Human Resources and Client Appeals comprises: Hearings (927-6843), Human Resources (927-3803), Training and Development (927-3489), Employment Equity (927-3747), French Services (927-5023), Re-employment Hearings (926-8494), Decision Review Branch (927-3955), Compensation (927-4321), Corporate Data (926-8698), Staff Relations (927-3812), Planning and Policy (926-8396) and Health Services (927-4376).

Strategic Policy and Analysis comprises: Research and Evaluation (927-3647); Consultation (926-8689); Legal (927-4356/4443); Revenue Policy (927-2457); Benefits Policy (927-3424); Medical and Occupational Disease Policy (927-3415) and Special Investigations Branch (969-1653).

Information Services comprises: Support Services (927-6869), Technology Services (926-8500), Applications - Development (927-3447), Applications Development - Client Services (927-6813).

Investments comprises: Real Estate (927-3517), Bonds and Money Market (927- 3515), Equities (926-8321).

Clinical and Rehabilitation Services comprises: The **Downsview Rehabilitation Centre** (244-1761), Clinical Resources and Consulting Services (927-6911), Medical Rehabilitation Services (927-4084), and Health Care and Auxiliary Services (927-4083).

## AREA OFFICES

Kingston Area Office  
234 Concession St., Ste. 304  
**Kingston K7K 6W6**  
613-544-9682  
If long distance dial  
1-800-267-9461 (Toll-free)

Kitchener/Waterloo Area Office  
151 Frederick St.  
**Kitchener N2H 2M2**  
519-576-4130  
If long distance dial  
1-800-265-2570 (Toll-free)

North Bay Area Office  
128 McIntyre St. W.  
**North Bay P1B 2Y6**  
705-472-5200  
If long distance dial  
1-800-461-9521 (Toll-free)

Sault Ste. Marie Area Office  
153 Great Northern Rd.  
**Sault Ste. Marie P6B 4Y9**  
705-942-3002  
If long distance dial  
1-800-461-6005 (Toll-free)

St. Catharines Area Office  
161 Carlton St., Ste. 201  
**St. Catharines** L2R 1R5  
905-687-8622  
If long distance dial  
1-800-263-2484 (Toll-free)

Timmins Area Office  
Hollinger Court  
100 Waterloo Rd.  
**Timmins** P4N 4X5  
705-267-6427  
If long distance dial  
1-800-461-9856 (Toll-free)

## INTEGRATED SERVICE UNITS

Central Ontario Construction  
2 Bloor St. E., 18th Flr.  
**Toronto** M4W 3C3  
416-927-9538  
If long distance dial  
1-800-387-0080 (Toll-free)

Central Ontario East  
2 Bloor St. E., 11th Flr.  
**Toronto** M4W 3C3  
416-927-9227  
If long distance dial  
1-800-263-8877 (Toll-free)

Central Ontario South  
2 Bloor St. E., 12th Flr.  
**Toronto** M4W 3C3  
416-927-9537  
If long distance dial  
1-800-387-0068 (Toll-free)

Central Ontario West  
2 Bloor St. E., 6th Flr.  
**Toronto** M4W 3C3  
416-927-1840  
If long distance dial  
1-800-387-0025 (Toll-free)

Claims Information Centre  
1382 St. Clair Ave. W.  
**Toronto** M6E 1C6  
416-965-8864

Complex Case Unit (Diseases)  
2 Bloor St. E., 9th Flr.  
**Toronto** M4W 3C3  
416-927-3774  
If long distance dial  
1-800-465-9646 (Toll-free)

Complex Case Unit (Injuries)  
2 Bloor St. E., 9th Flr.  
**Toronto** M4W 3C3  
416-927-8399  
If long distance dial  
1-800-465-9646 (Toll-free)

Toronto East  
2 Bloor St. E., 8th Flr.  
**Toronto** M4W 3C3  
416-927-8533  
If long distance dial  
1-800-387-0066 (Toll-free)

Toronto North  
2 Bloor St. E., 10th Flr.  
**Toronto** M4W 3C3  
416-927-9270  
If long distance dial  
1-800-387-8607 (Toll-free)

Toronto South  
2 Bloor St. E., 16th Flr.  
**Toronto** M4W 3C3  
416-927-9539  
If long distance dial  
1-800-387-0064 (Toll-free)

Toronto West  
2 Bloor St. E., 17th Flr.  
**Toronto** M4W 3C3  
416-927-1090  
If long distance dial  
1-800-387-0062 (Toll-free)

**HEAD OFFICE**

General Enquiry  
 2 Bloor St. E., 10th Flr.  
**Toronto** M4W 3C3  
 416-927-9555  
 If long distance dial  
 1-800-387-0750/5595/5540 (Toll-free)  
 1-800-387-0050 (Toll-free) (TDD)

**REGIONAL OFFICES**

**Hamilton Regional Offices (N. & S.)**  
 P. O. Box 2099, Sta. "A"  
**Hamilton** L8P 4V2  
 905-523-1800  
 If long distance dial  
 1-800-263-8488 (Toll-free)

**London Regional Office**  
 148 Fullarton St.  
**London** N6A 5P3  
 519-663-2331  
 If long distance dial  
 1-800-265-4752 (Toll-free)

**Ottawa Regional Offices (E. & W.)**  
 360 Albert St., Ste. 200  
**Ottawa** K1R 7X7  
 613-238-7851  
 If long distance dial  
 1-800-267-9601 (Toll-free)

**Sudbury Regional Office**  
 30 Cedar St.  
**Sudbury** P3E 1A4  
 705-675-9301  
 If long distance dial  
 1-800-461-3350 (Toll-free)

**Thunder Bay Regional Office**  
 410 Memorial Ave.  
 P. O. Box 7000  
**Thunder Bay** P7C 5S2  
 807-343-1710  
 If long distance dial  
 1-800-465-3934 (Toll-free)

**Windsor Regional Office**  
 235 Eugenie St. W.  
**Windsor** N8X 2X7  
 519-966-0660  
 If long distance dial  
 1-800-265-7380 (Toll-free)

**WORKPLACE HEALTH AND SAFETY AGENCY**

121 Bloor St. E., 9th Flr.  
**Toronto** M4W 3M5  
 416-975-9728  
 1-800-465-5606/2101 (Toll-free)  
 Fax 416-975-9775

The Workplace Health and Safety Agency (WHSA), established under Bill 208, assumes the responsibilities of the former Occupational Health and Safety Education Authority (OHSEA). The WHSA is responsible for developing and delivering educational and training programs, promoting public awareness of occupational health and safety, funding research, certification of health and safety representatives on joint health and safety committees, and the accreditation of employers. The WHSA is funded by the WCB and operates independently of it under a joint labour/management board of directors.



**ACTS****ACTS**

The Ministry of Labour is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or information/communications branch.

Blind Workmen's Compensation Act  
Crown Employees Collective Bargaining Act  
Employment Agencies Act  
Employment Standards Act  
Government Contracts Hours and Wages Act  
Hospital Labour Disputes Arbitration Act  
Industrial Standards Act  
Labour Relations Act  
Ministry of Labour Act  
Occupational Health and Safety Act  
One Day's Rest in Seven Act  
Pay Equity Act, 1987  
Rights of Labour Act  
Smoking in the Workplace Act, 1989  
Toronto Transit Commission Labour Disputes Settlement Act, 1989  
Workers' Compensation Act  
Workmen's Compensation Insurance Act

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## MINISTRY OF MUNICIPAL AFFAIRS

777 Bay St., 17th Flr.  
Toronto M5G 2E5

The Ministry of Municipal Affairs is responsible for local government and community planning in Ontario. Through operational and technical assistance, the Ministry encourages renewal activity in municipalities, and sound planning at the community level. Appropriate legislative, institutional, organizational, financial and management policies for municipal governments are also determined by the Ministry.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS BRANCH

777 Bay St., 17th Flr.  
Toronto M5G 2E5  
416-585-7025  
416-585-7041 Customer Assistance

This branch provides communication services and acts as a marketing consultant to both the Ministry of Municipal Affairs and the Ministry of Housing.

#### LEGAL SERVICES BRANCH

777 Bay St., 12th Flr.  
Toronto M5G 2E5  
416-585-6554  
Fax 416-585-6186

The Legal Services Branch provides legal services for the Ministry of Municipal Affairs, associated offices and agencies of the Ministry. It advises on legal matters and documentation, including statutes, regulations, and proposed legislation. The branch also performs legal functions relating to municipal and planning legislation, and Ministry operations. The branch is part of the Ministry of the Attorney General.

#### ONTARIO MUNICIPAL AUDIT BUREAU

5400 Yonge St., Ste. 200  
Willowdale M2N 5R5  
416-223-4222  
Fax 416-223-4142

The Ontario Municipal Audit Bureau **audits provincial- municipal** transfer payment programs for the ministries of Agriculture and Food, Citizenship, Culture and Communications, Community and Social Services, Environment, Health, Housing, Municipal Affairs, Northern Development and Mines, Tourism and Recreation, Transportation, and Treasury and Economics.

The Bureau ensures that transfer payment recipients comply with relevant agreements and legislation, and works closely with the ministries and municipalities to promote accountability and sound financial management practices.

## BOARD OF NEGOTIATION

180 Dundas St. W., Ste. 2210  
Toronto M5G 1Z8  
416-326-4700

The Board may act as a mediator in negotiating a settlement when **real property** is **expropriated** and no agreement can be reached on **compensation**. The property owner or the expropriating authority can request the services of the Board.

## CORPORATE MANAGEMENT SERVICES DIVISION

777 Bay St., 17th Flr.  
Toronto M5G 2E5  
416-585-6262

The Corporate Management Services Division provides specific support services to the Ministry. These services include: implementing the French Language Services Act and the Freedom of Information and Protection of Privacy Act, managing the Ministry's information and technology resources, administering the municipal transfer payment programs, and overseeing the Ministry's resource allocation and control processes and the strategic planning process, legislative agenda and cabinet liaison.

## FRENCH LANGUAGE SERVICES BRANCH

777 Bay St., 12th Flr.  
Toronto M5G 2E5  
416-585-4032

The branch manages the development of French language capabilities within the Ministry. Staff advise all areas of the Ministry on the potential impacts of Ministry policies and initiatives on the francophone community in Ontario. FLSB administers a grant program to assist municipalities in establishing and developing municipal services in French and acts as liaison between the francophone community and the Ministry. FLSB also monitors and evaluates all Ministry services in French in compliance with the French Language Services Act, 1986.

## INFORMATION MANAGEMENT BRANCH

777 Bay St., 11th Flr.  
Toronto M5G 2E5  
416-585-7595  
Fax 416-585-7242

The Information Management Branch is responsible for managing information and technology strategies within the Ministry.

Activities include long-range planning to assist Ministry staff in acquiring information technology tools; training and support in the use of these tools; and development of applications ensuring maximum benefit from the use of information technology.

The branch also maintains a large database of **information** about Ontario **municipalities**, which is made available to other ministries, municipalities and individuals.

**RESOURCE PLANNING UNIT**

777 Bay St., 17th Flr.

Toronto M5G 2E5

416-585-7558

The Resource Planning Unit is responsible for the financial management planning process, resource allocation, results management, annual estimates submissions and the multi-year expenditure planning forecasts. The section also oversees the implementation of the **Freedom of Information** and Protection of Privacy Act.

**STRATEGIC PLANNING, LEGISLATION AND CABINET LIAISON OFFICE**

777 Bay St., 13th Flr.

Toronto M5G 2E5

416-585-6239

The office supports the Ministry in the planning, management and coordination of its business. This support includes the management of the Ministry's strategic planning process, coordination of the policy and legislative agenda, and the development of issue management and consultation strategies for relationships with municipalities, municipal organizations, professional groups and other clients on critical municipal government issues.

**SUBSIDIES MANAGEMENT BRANCH**

777 Bay St., 12th Flr.

Toronto M5G 2E5

416-585-6012

The Subsidies Management Branch administers programs for the Ministry of Municipal Affairs under which **grant** or loan payments are made to **municipalities**, planning boards, or individuals. It also pays **property taxes** to municipalities for government owned properties that are tenanted and property tax rebates to owners of environmentally sensitive lands on behalf of the Ministry of Natural Resources.

Municipalities receive grants under **Unconditional Grants Program**; grants in lieu of taxes on provincially owned and occupied properties; and conditional grant programs for planning, zoning and other municipal improvements.

Grants are also available, to assist municipalities with pay equity programs; to hire **students** and provide them with training and development under the **Education and Training Program**; to pay Municipal Services in French grants; and to administer planning activities in planning areas within unorganized territory in Northern Ontario.

The branch also captures and maintains a large database of municipal financial and statistical information about Ontario municipalities, which is made available to other ministries, municipalities and individuals.



## CORPORATE RESOURCES MANAGEMENT DIVISION

777 Bay St., 10th Flr.  
Toronto M5G 2E5  
416-585-6670

Corporate Resources Management Division supports and advises the Ministry of Municipal Affairs in achieving program objectives by developing management policies and processes; setting administrative standards; delivering essential resource and support services, and providing ongoing advice on a range of management and workforce activities and issues through the following branches: Human Resources, Financial Services, Administrative Services, Audit Services.

### ADMINISTRATIVE SERVICES BRANCH

777 Bay St., 3rd Flr.  
Toronto M5G 2E5  
416-585-7232

The Administrative Services Branch supplies the Ministry of Municipal Affairs with **administrative services**, including supply management, **records**, forms and manuals management, printing, duplicating, office accommodation, design and telephone services, mail services, and fleet management. Liaison is provided with the Ministry of Government Services to coordinate common services.

The branch is also responsible for the **library** located at 777 Bay St., 2nd Floor. The library operates a **Freedom of Information reading room** which provides public access to the Ministry's publications, statutes, and operational manuals listed in the Freedom of Information and Protection of Individual Privacy Directory of General Records.

### AUDIT SERVICES BRANCH

777 Bay St., 17th Flr.  
Toronto M5G 2E5  
416-585-6550

The Audit Services Branch is responsible for the internal audit function in the Ministry of Municipal Affairs. The branch reviews and reports on financial, computer, and management control processes and practices.

### FINANCIAL SERVICES BRANCH

777 Bay St., 3rd Flr.  
Toronto M5G 2E5  
416-585-6577

The Financial Services Branch provides financial management and accounting services related to Ministry of Municipal Affairs programs. These services include accounts payable, receipt of revenue, formulation of policies and procedures relating to financial control, and preparation of annual estimates and public accounts.

Financial liaison with the Provincial Auditor and the Ministry of Treasury and Economics is also provided by the branch.

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**HUMAN RESOURCES BRANCH**

777 Bay St., 3rd Flr.

Toronto M5G 2E5

416-585-6003

Fax 416-585-7195

**The Human Resources Branch** provides a range of human resources services to the Ministry of Housing and the Ministry of Municipal Affairs, and the local housing authorities, with the exception of the Metropolitan Toronto Housing Authority (969-6330) which handles its own human resources functions.

The Human Resources Services provides redeployment, recruitment, human resources skills training, organization development and design, employee relations, grievance administration, and health and safety advisory services.

Workforce Policy and Planning is responsible for strategic human resources planning, and policy development and analysis.

Employee Services provides a range of employee-related services, including training and advisory services, information systems support, and pay and benefit services.

Labour Relations provides services in support of collective agreement negotiations for Ontario Housing Corporation., In addition, this section analyzes significant labour relations decisions and trends, contributes to policy development and assists in conflict resolution.

The branch continues to serve as the Ministry liaison with the Civil Service Commission, Management Board Secretariat, Management Board of Cabinet, Ontario Public Service Employees Union (OPSEU) and the Canadian Union of Public Employees (CUPE).

**MUNICIPAL OPERATIONS****COMMUNITY DEVELOPMENT BRANCH**

777 Bay St., 13th Flr.

Toronto M5G 2E5

416-585-6013

This branch is responsible for providing leadership and support for development and management of programs to support community initiative and self-reliance within a framework of defined provincial interests and priorities. The branch's Program Development Section is responsible for: developing programs to facilitate community-based development initiatives; and evaluating and monitoring existing ones to ensure responsiveness to government priorities and client needs.

The branch's Program Management Section is responsible for managing new and existing Ministry initiatives in support of communities' excessive development, including **Community Planning Grants** and Planning Administration Grants.

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## FIELD MANAGEMENT

777 Bay St., 14th Flr.

Toronto M5G 2E5

416-585-7251

The Field Management Branch, through its regional offices, supports local government by providing **municipalities** with services, programs and advice on municipal finance and administration, land-use planning, community improvement, boundary negotiation and other municipal structure issues. For further information, contact the regional offices listed below:

150 Main St.

**Cambridge** N1R 6P9

519-622-1500

If long distance dial

1-800-265-3574/5 (Toll-free)

Brant, Waterloo Niagara,

Hamilton-Wentworth, Oxford,

Haldimand-Norfolk, Bruce, Grey,

Wellington

850 Barrydowne Rd., 3rd Flr.

**Sudbury** P3A 3T7

705-560-0120

If long distance dial

1-800-461-1193 (Toll-free)

Cochrane, Algoma, Manitoulin, Regional

Municipality of Sudbury, District of

Sudbury, Parry Sound, Nipissing,

Timiskaming

1055 Princess St.

**Kingston** K7L 5T3

613-545-4310

If long distance dial

1-800-267-9438 (Toll-free)

Frontenac, Lennox &amp; Addington,

Hastings, Prince Edward, Peterborough,

Northumberland, Leeds and Grenville

435 James St. S., 1st Flr., Ste. 116

P. O. Box 5000

**Thunder Bay** P7E 5G6

807-475-1651

If long distance dial

1-800-465-5027 (Toll-free)

Thunder Bay, Kenora, Rainy River

495 Richmond St., 7th Flr.

**London** N6A 5A9

519-673-1611

If long distance dial

1-800-265-4736 (Toll-free)

Essex, Kent, Lambton, Elgin, Middlesex,

Huron, Perth

47 Sheppard Ave. E., Ste. 207

**Willowdale** M2N 2Z8

416-250-1251

If long distance dial

1-800-668-0230 (Toll-free)

Metro Toronto, Durham, York, Peel,

Halton, Simcoe, Haliburton, Muskoka,

Dufferin, Victoria

244 Rideau St., 3rd Flr.

**Ottawa** K1N 5Y3

613-239-1296

If long distance dial

1-800-267-0460 (Toll-free)

Renfrew, Lanark, Prescott and Russell,

Stormont, Dundas and Glengarry,

Regional Municipality of Ottawa-Carleton

**MUNICIPAL BOUNDARIES BRANCH**

777 Bay St., 11th Flr.  
Toronto M5G 2E5  
416-585-7276  
Fax 416-585-7284

The branch assists **municipalities** in resolving municipal boundary and boundary-related disputes within the provisions of the **Municipal Boundary Negotiations Act**; assisting northern municipalities to strengthen their local government through applications to annex unorganized territory under the **Municipal Act** and through the development of innovative local government structures; conducting local government studies and implementing county government reform. The branch **publishes** a yearly report entitled "Changes in Status and Boundaries of Ontario Municipalities", which is available at Publications Ontario, 880 Bay St., Toronto M7A 1N8.

**PLANS ADMINISTRATION BRANCHES**

777 Bay St., 14th Flr.  
Toronto M5G 2E5  
416-585-6014

The two Plans Administration Branches (Central and Southwest, and North and East) review and approve documents submitted under the **Planning Act**. These documents include **official plans**, official plan amendments, **subdivision** and **condominium** plans, **land severance** applications and **road** adjustment by-laws (except where the Minister has assigned or delegated approval authority). The branches also prepare and administer the Minister's **zoning** orders; approve part-lot control by laws, **title** validations and **deeming by-laws**; comment on municipal zoning by-laws; and monitor the Minister's authority delegated to **municipalities** and planning boards in unorganized territories. Both branches are also responsible for the protection and implementation of provincial interests through the planning process.

**PROGRAM SERVICES BRANCH**

777 Bay St., 13th Flr.  
Toronto M5G 2E5  
416-585-6244  
Fax 416-585-7639

The Program Services Branch provides support to the municipal community and to the rest of the Ministry. This branch is responsible for the development and coordination of all **educational** programs for **municipal** council members and administrators; the preparation of guidelines on changes to municipal financial, administrative, and planning legislation; and the provision of cartographic and design services.



## MUNICIPAL POLICY DEVELOPMENT DIVISION

### LOCAL GOVERNMENT POLICY BRANCH

777 Bay St., 11th Flr.

Toronto M5G 2E5

416-585-7260

Fax 416-585-7638

The Local Government Policy Branch develops policy options and analysis relating to the powers, authority, structure, organization and electoral arrangements of **municipalities**. The branch also advises the Minister and the Government of Ontario on provincial policies concerning these matters.

### MUNICIPAL FINANCE BRANCH

777 Bay St., 13th Flr.

Toronto M5G 2E5

416-585-6311

Fax 416-585-6315

The Municipal Finance Branch examines and develops policy alternatives for the **municipal** finance framework which contribute to the financial viability and accountability of Ontario's municipalities. The municipal finance framework includes such aspects as property tax policies and policies related to other local revenue sources, provincial grants (including the unconditional grants program), investment, borrowing and debt policies, methods of financing infrastructure, pension issues and policies affecting municipal spending responsibilities and financial forecasting.

### MUNICIPAL PLANNING POLICY BRANCH

777 Bay St., 13th Flr.

Toronto M5G 2E5

416-585-6226

Fax 416-585-7540

The branch recommends improvements to the policy and legislative framework for local land use planning and decision making in Ontario, including fundamental research and analysis of planning process issues. Activities include: recommending changes to the **Planning Act**; developing policy statements under the Planning Act; developing policy guidelines; providing policy advice on Private Bills, Cabinet submissions and other government initiatives with community planning implications; and consulting broadly on community planning issues.

### PROVINCIAL PLANNING POLICY BRANCH

777 Bay St., 11th Flr.

Toronto M5G 2E5

416-585-7107

Fax 416-585-6870

The Provincial Planning Policy Branch is responsible for the strategic management and development of broad provincial policy initiatives that relate to the effective and efficient delivery of provincial services for community economic development and growth of

regions, municipalities and rural areas of the province. It also manages provincial policy planning areas as defined by the **Ontario Planning and Development Act** and enacted through the **Parkway Belt Planning and Development Act**.

## OFFICE FOR THE GREATER TORONTO AREA

10 Bay St., Ste. 300  
Toronto M5J 2R8  
416-314-6400  
Fax 416-314-6440/5860

The Office for the Greater Toronto Area the Government of Ontario, its agencies, and the regional and local municipalities of Metropolitan Toronto, Durham, Halton, Peel and York as they manage the significant growth occurring in the area. Regional and local administrators participate in the process through the Greater Toronto Coordinating Committee (GTCC).

The office has a proactive and strategic role in assisting with the management of growth and development of the area. A key goal is to promote and develop the Greater Toronto Area as an affordable international centre that is liveable and sustainable both environmentally and economically. **Publications** available to the public are Growing Together, GTA2021 - The Challenge of our Future(a Vision document), and Shaping Growth in the GTA (a Commentary Report).

## ONTARIO MUNICIPAL BOARD

180 Dundas St. W.  
Toronto M5G 1E5  
416-598-2266  
Fax 416-979-8808

The Ontario Municipal Board is an independent administrative tribunal which hears applications/appeals on municipal and planning matters. These include: **zoning** by-laws, **subdivision** plans, **official plans**, consents and minor variances under the **Planning Act**; assessment appeals under the **Assessment Act**; **land compensation** matters under the **Expropriations Act**; municipal capital expenditures and debentures under the **Municipal Act**; appeals under the **Rental Housing Protection Act**; and other legislation.

The Board was established by, and derives some of its authority from, the Ontario Municipal Board Act.

## ACTS

### ACTS

The Ministry of Municipal Affairs is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Barrie-Innisfil Annexation Act, 1981  
Barrie-Vespra Annexation Act, 1984  
Brantford-Brant Annexation Act, 1980  
City of Cornwall Annexation Act, 1974

City of Gloucester Act, 1980  
City of Hamilton Act, 1975  
City of Hazeldean-March Act, 1978  
City of London Act, 1990  
City of Nepean Act, 1978  
City of Ottawa Road Closing & Conveyance Validation Act, 1981  
City of Port Colborne Act, 1974  
City of Sudbury Hydro-Electric Service Act, 1980  
City of Thorold Act, 1975  
City of Thunder Bay Act, 1968-69 (formerly City of Lakehead Act, 1968-69, c.45)  
City of Timmins-Porcupine Act, 1972  
County of Haliburton Act, 1982  
County of Oxford Act  
County of Simcoe Act, 1990  
Development Charges Act, 1989 (Parts I,II and IV)  
District Municipality of Muskoka Act  
District Municipality of Muskoka Statute Law Amendment Act, 1989  
District of Parry Sound Local Government Act, 1979  
Geographic Township of Hansen Act, 1986  
International Bridges Municipal Payments Act, 1981  
Line Fences Act  
Local Improvement Act  
Ministry of Municipal Affairs and Housing Act, 1981  
Moosonee Development Area Board Act  
Municipal Act  
Municipal Affairs Act  
Municipal and School Tax Credit Assistance Act (repealed) except subsection 2(3)(4)(5)&(6)  
Municipal Arbitrations Act  
Municipal Boundary Negotiations Act, 1981  
Municipal Conflict of Interest Act, 1983  
Municipal Corporations Quieting Orders Act  
Municipal Elderly Residents' Assistance Act  
Municipal Elections Act  
Municipal Elections Statute Law Amendment Act, 1990 •  
Municipal Extra-Territorial Tax Act, 1988  
Municipal Franchises Act  
Municipal Interest and Discount Rates Act, 1982  
Municipal Payments in Lieu of Taxes Statute Law Amendment Act, 1984  
Municipal Private Acts Repeal Act, 1983  
Municipal Private Acts Repeal Act, 1989  
Municipal Statute Law Amendment Act, 1989  
Municipal Subsidies Adjustment Repeal Act, 1976  
Municipal Tax Assistance Act  
Municipal Tax Sales Act, 1984  
Municipal Unemployment Relief Act  
Municipal Works Assistance Act  
Municipality of Metropolitan Toronto Act  
Municipality of Shuniah Act, 1936  
Ontario Municipal Employees Retirement System Act

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Ontario Planning and Development Act  
Ontario Unconditional Grants Act  
Ottawa-Carleton Amalgamations and Elections Act, 1973  
Parkway Belt Planning and Development Act  
Planning Act, 1983  
Planning Statute Law Amendment Act, 1983  
Police Village of St. George Act, 1980  
Public Parks Act  
Public Utilities Act  
Public Utilities Corporations Act  
Regional Municipality of Durham Act  
Regional Municipality of Haldimand-Norfolk Act  
Regional Municipality of Halton Act  
Regional Municipality of Hamilton-Wentworth Act  
Regional Municipality of Niagara Act  
Regional Municipality of Ottawa-Carleton Act  
Regional Municipality of Ottawa-Carleton Land Acquisition Act, 1980  
Regional Municipality of Peel Act  
Regional Municipality of Sudbury Act  
Regional Municipality of Waterloo Act  
Regional Municipality of York Act  
Road Access Act  
Sarnia-Lambton Act, 1989  
Shoreline Property Assistance Act  
Snow Roads and Fences Act  
Statute Labour Act  
Tax Sales Confirmation Act, 1974  
Territorial Division Act  
Tom Longboat Act, 1980  
Toronto District Heating Corporation Act, 1980  
Toronto Islands Act, 1980  
Town of Wasaga Beach Act, 1973  
Township of North Plantagenet Act, 1976  
Township of South Dumfries Act, 1989  
Wharfs and Harbours Act

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## MINISTER RESPONSIBLE FOR NATIVE AFFAIRS

135 St. Clair Ave. W., 12th Flr.  
Toronto M4V 1P5  
416-323-4360  
Fax 416-323-4682

ONTARIO NATIVE AFFAIRS SECRETARIAT  
595 Bay St., 10th Flr., Ste. 1009  
Toronto M5G 2C2  
416-326-4740  
Fax 416-326-4017

The Ontario Native Affairs Secretariat (ONAS) supports the Minister Responsible for Native Affairs. The Secretariat develops corporate **aboriginal** affairs policy, coordinates the implementation of the government aboriginal agenda, negotiates and settles aboriginal **land** claims and manages the Province's involvement in aboriginal self-government negotiations.

The Secretariat determines strategic policy, liaises with line ministries, Cabinet Office and Management Board Secretariat. The office also coordinates federal-provincial agreements with the Government of Canada, other provincial governments, Indian Commission of Ontario, provincial and national aboriginal associations.

The Ontario Native Affairs Secretariat conducts self-government and land claim negotiations with aboriginal communities. It advises ministries on issues in aboriginal communities and conducts **research** and analysis on land claims. It is also responsible for the development of the frameworks for the implementation of the inherent right of self-government and the resolution of land claims.

It also coordinates interministerial policy and program development impacting aboriginal governments and people. It advocates and supports line ministries' aboriginal legislative reform and policy and program development. It monitors line Ministry implementation of corporate aboriginal policies and the aboriginal reform agenda through review of all cabinet submissions. The office assists line ministries engaged in negotiations with aboriginal governments and organizations where new policy and/or program development is required, and is responsible for its own communications, finance, administration, and executive services.

The Secretariat provides legal advice and services, including legal support relating to aboriginal self-government and land-claims negotiations. The office's lawyers interpret statutes and regulations, give advice concerning policy matters and prepare and review contracts, agreements and other legal documents.

The Secretariat operates regional offices to support land-claim and self-government negotiations in the Thunder Bay, Temagami, Blind River, and Golden Lake areas. These offices provide local representation of Ontario's negotiating teams within the claim areas. They provide information on negotiations as they proceed, as well as receiving input and comments from residents of the claim areas and those affected by or interested in the claims. Regional offices play a key role in fulfilling Ontario's commitment to ongoing public consultation throughout negotiations.

Information Centre-Mississauga No.8  
 First Nation Land Claim  
 c/o Ministry of Natural Resources  
 P.O. Box 190  
**Blind River** P0R 1B0  
 705-356-7932  
 Fax 705-356-2234

Ontario Algonquin Information Office  
 77 Mary St., Ste. 302  
**Pembroke** K8A 5V4  
 613-732-8081  
 Fax 613-732-7136

Office of the Chief Negotiator for  
 Temagami  
 P.O. Box 422  
**Temagami** P0H 2H0  
 705-569-2637  
 Fax 705-569-3545

Ontario Native Affairs Secretariat  
 Negotiations - Thunder Bay  
 Marina Park Towers, Ste. 120  
 180 Park Ave.  
**Thunder Bay** P7B 5G5  
 807-343-7545  
 Fax 807-343-7549

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## MINISTRY OF NATURAL RESOURCES

**Whitney Block**

**99 Wellesley St. W.**

**Queen's Park, Toronto M7A 1W3**

The Ministry of Natural Resources originated in 1972 with the amalgamation of the former Departments of Lands and Forests, and Mines and Northern Affairs. In 1985, certain of the mining-related responsibilities were transferred back to the reconstituted Ministry of Northern Development and Mines.

The goals of the Ministry of Natural Resources are three-fold: resource development, resource conservation and the protection of public safety and resources from natural hazards. The Ministry's programs are concerned with the wise management of Ontario's physical and natural resources for economic and social benefit. This includes Crown lands, waters, forests, parks, fish, wildlife, fuel and industrial minerals.

### DEPUTY MINISTER'S OFFICE

#### COMMUNICATIONS SERVICES BRANCH

Whitney Block, Rm. 5340

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-314-2100 General Inquiries

416-314-2168 A.V. Film Library

416-314-2110 Translation Services

The Communications Services Branch establishes communications policy, and provides communications advice and support in English and French to Ministry offices. The branch informs the public, interested groups and the media about Ministry activities, answers public inquiries, produces and distributes **publications**, news releases, advertisements and audio-visual materials.

### CORPORATE SERVICES DIVISION

#### CENTRAL AND SUPPORT SERVICES BRANCH

Whitney Block, Rm. 3340

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-314-1857

The Central and Support Services Branch is responsible for corporate support services including accountable advance services, accounts payable, accounts receivable (revenue). The revenue function includes the control of collateral securities; and records and reports on revenue from **timber** operations, sales and leases of **Crown land**, **mining**, **aggregate**, **pits and quarries**, and provincial **parks** operations, **fish** and **wildlife** licences and sundry other cash receipts.

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The branch also provides corporate payroll and benefits services, corporate purchasing services, corporate capital asset and facilities management, central supply and distribution, and delivery of the fish and wildlife licensing system including wildlife draws and the Outdoors Card.

#### FINANCE AND ADMINISTRATIVE POLICY BRANCH

Whitney Block, Rm. 5528

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-314-2038

The Finance and Administrative Policy Branch provides analytical/support services for a wide range of administrative matters in order to assist Ministry managers in achieving program objectives. The branch is responsible for corporate leadership and training in the areas of supply management (purchasing, contracting, warehousing, moveable assets and fleet/insurance), facilities and accommodation. In addition to Ministry-wide corporate services (e.g. central supply warehouse, forms design, mail system), the branch provides specialized support services for all Ministry main office programs. Such services include purchasing, a copy centre, mail room and assets management services. The branch also liaises with central agencies and lead ministries regarding administrative and policy matters, and works cooperatively with other ministries in coordinating common services, such as telecommunications, the acquisition and design of facilities, and the purchase of automobiles.

#### HUMAN RESOURCES BRANCH

Whitney Block, Rm. 6620

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-314-1770

The Human Resources Branch works in an advisory capacity with line managers who have primary responsibility for personnel matters within their units. It establishes Ministry personnel policies, procedures and appropriate classification and compensation levels for employees. The branch is also responsible for staff recruitment, safety programs, Workers' Compensation, human resource planning, employee counselling, investigation of employee grievances and conflict of interest cases, French language services and all matters affecting working conditions and performance. The branch also serves as a liaison between the Ministry and the Human Resources Secretariat, Management Board of Cabinet and the Ontario Public Service Employees Union (OPSEU).

The Ministry's personnel and employee benefit records are maintained by the branch. For seasonal and contract employment call the Ministry's district offices, listed under the Field Organizations entries. For information regarding **youth** programs (Ontario **Rangers**, and Ontario/Quebec exchange call 705-740-1208 **Summer Experience** and **Environmental Youth Corps** programs) call 314-1875. For summer employment in the Metro Toronto area call 314-1770; for summer employment throughout Ontario Call 314-1875; For general employment inquiries call 314-1750.



**INTEGRATED FINANCIAL AND ADMINISTRATIVE SYSTEM PROJECT**

56 Wellesley St. W., 2nd Flr.  
Queen's Park, Toronto M7A 2B7  
416-314-2242

The Integrated Financial and Administrative System (IFAS) Project team has the responsibility for acquiring, modifying, and implementing an IFAS for the Ministry of Natural Resources.

**LEGAL SERVICES BRANCH**

Whitney Block, Rm. 6420  
99 Wellesley St. W.  
Queen's Park, Toronto M7A 1W3  
416-314-2002  
Fax 416-314-2030

The Legal Services Branch counsels the Ministry on legal matters, including the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations and other legal documents. General legal services such as preparing litigation, settling claims, acting at court hearings, are also supplied to the Ministry. The Legal Services Branch is responsible to the Attorney General's Office.

**INFORMATION RESOURCES DIVISION**

**COMPUTER SERVICES BRANCH**

90 Sheppard Ave. E., 5th Flr.  
North York M2N 3A1  
416-314-1401  
Fax 416-314-1496

The branch coordinates the provision of reliable and secure computer and telecommunications services, along with technical and client support, in a cost effective manner.

**COMPUTER SERVICES BRANCH  
NATURAL RESOURCES LIBRARY**

ICI House, 5th Flr.  
90 Sheppard Ave. E.  
North York M2N 3A1  
416-314-1208

The Natural Resources Library at 90 Sheppard Ave. E. and the **Research Library** in Maple (905-832-7145) hold material related to renewable resources. The libraries serve Ministry staff, other libraries and members of the public working on special projects concerning resources for which material is not available elsewhere. The public may use material for reference and by appointment only. The Natural Resources Library operates the Ministry **reading room** to provide public access to manuals and internal procedures used by the Ministry.

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**NATURAL RESOURCES INFORMATION BRANCH**

90 Sheppard Ave. E., 4th Flr.

North York M2N 3A1

416-314-1223

Fax 416-314-1336

The Natural Resource Information Branch ensures the availability of positional and descriptive information about Ontario's land mass and the use of spatial technologies for managing geographic information.

Activities include the establishment and maintenance of a provincial geographic referencing system, geodesy, cadastral surveys, cartography, establishment and maintenance of the Provincial Digital Topographic Data Base, geographic information, geographic nomenclature, satellite and airborne remote sensing, and natural resource inventories. Branch programs are described individually under the entries that follow. Maps are distributed by the Ministry's Natural Resource Information Centre (314-1666). District offices, listed under this Ministry's Field Organization entries, can also provide information.

The **Air Photo Library** (314-1365) safeguards and maintains the Ministry's original air photo imagery flown for the forestry and mapping programs. Photographic contact prints and enlargements are produced in the laboratory to meet the demands of the public, government agencies and MNR mapping projects. Products are sold and distributed through the Natural Resource Information Centre (314-2001).

**NATURAL RESOURCES INFORMATION BRANCH****NATURAL RESOURCE INVENTORIES SECTION**

258 Queen St. E.

Sault Ste. Marie P6A 5N5

705-945-6680

The Natural Resource Inventories Section is responsible for the establishment, implementation and operational maintenance of resource inventories and the related standards and methodologies. The section comprises 4 units.

The Natural Heritage Information Centre (NHIC) (705-945-8307) is a two year project established in partnership with organizations involved in the conservation of natural heritage. The goal of the NHIC is to generate a permanent and dynamic atlas and data bank on rare, threatened and endangered species and spaces in Ontario.

The Data Acquisition Unit (705-945-6721) is responsible for acquiring and classifying data for resource inventories which includes photo interpretation to classify forest stands (types of forest).

The Data Automation Unit (705-945-6694) is responsible for automating and compiling resource inventory data and controlling the quality of the data before insertion into the data bases. Currently the largest component data base is the Forest Resources Inventory (FRI).

The Inventories Management Unit (705-945-6688) is responsible for inserting the data into the databases and ensuring its operational maintenance, update and security. It is also responsible for creating the environment for "integrated" inventories management through new technologies which assist inventories maintenance. The Ontario Fisheries Information

System (OFIS) (905-832-7292, Maple) is responsible for developing and supporting data management tools for the capture and retrieval of fisheries scientific information as well as maintaining the OFIS data base.

## NATURAL RESOURCES INFORMATION BRANCH

### NATURAL RESOURCES INFORMATION CENTRE

Macdonald Block, Rm. M1-73

900 Bay St.

Queen's Park, Toronto M7A 2C1

416-314-2000 General Inquiry

416-314-1665 (French) Inquiry

416-314-2001 Aerial Photographs

416-314-1177 Fisheries Information

416-314-1177 Fishing Licences

416-314-1553 Forestry/land/waters/information

416-314-1666 Map Information

416-314-1666 Mineral Information

416-314-1717 Provincial Parks Information

416-314-2225 Wildlife Information

Fax 416-314-1593

The Natural Resources Information Centre is a "one stop" inquiry centre for both the public and the government. **Information** and **publications** are provided on Ontario's fish, **wildlife**, **forestry**, **mineral** resources, **lands** and **waters**, and provincial **parks**. The centre sells **hunting** and **fishing** licences, topographical Ontario Basic **Mapping**, aerial photos and Forest Resources Inventory maps. **Travel** counselling is also provided to the public on Provincial Parks, hunting, fishing and outdoor **recreation** opportunities.

## NATURAL RESOURCES INFORMATION BRANCH

### OFFICE OF THE SURVEYOR GENERAL

90 Sheppard Ave. E., 4th Flr.

North York M2N 3A1

416-314-1287

The Office of the Surveyor General administers the **Surveys Act**, **Surveyors Act** and **Ontario Geographic Names Board Act** and regulations; manages surveying services; and coordinates policy, priorities and development of programs in Crown land titles, geodetic services, geographic names and Crown land **surveying** activities.

**Geodetic Services** (314-1269) develops and publishes standards, guidelines and specifications for the performance of horizontal, vertical and three-dimensional surveys by surveyors; collects horizontal and vertical control survey network data for storage in the provincial horizontal control data bank (**COSINE**); maintains multipurpose control survey adjustment and analysis programs (**MANOR**, **MANOR V**); and installs precise calibration base lines.

**Geographic Names** (314-1278) coordinates geographic names investigation, research and policy development affecting treatment of geographic nomenclature in Ontario; maintains an index of geographical and place names; provides toponymic service and undertakes investigations affecting geographical names for the Canadian Permanent Committee on

Geographic Names, ministries, agencies, municipalities, the public, etc.; provides administrative support to the Ontario Geographic Names Board; and publishes principles for geographic naming.

**Crown Land Surveys** (314-1285) examines plans of survey of Crown land and mining land for alienation by lease, licence or letters patent; prepares descriptions for patent, lease, licence, Order-in-Council and regulations; and interprets and maintains custody of plans and field notes of original Crown surveys. **Crown** survey records located at 90 Sheppard Ave. E., 4th Flr., North York may be viewed by the public. The office prepares instructions for surveyors to make Crown surveys and manages land surveys for the Ministry.

**Crown Land Registry** (314-1386) issues Crown leases, land patents (Crown patents) and licenses of occupation from the land index system (formerly the Domesday Book), information can be provided on land that was formerly Crown land. All of this data is available at the main office. For information contact Ministry regional and district offices or Crown Land Registry.

#### NATURAL RESOURCES INFORMATION BRANCH PROVINCIAL MAPPING OFFICE

90 Sheppard Ave. E., 4th Flr.  
North York M2N 3A1  
416-314-1243

The Provincial Mapping Office is responsible for supplying its various client groups and the public at large with various mapping products and services. This includes the establishment and maintenance of the Provincial **Topographic Data Base**, monochrome topographic maps, colour thematic maps, plans and sketches of Crown lands in the province. In addition, the section maintains standards which affect the above and supply consultative services on their use and implementation.

**Data Acquisition** (314-1215) administers the **Ontario Basic Mapping (OBM)** program which is designed to provide a common base for geographical referenced topographic information. Contracts are handled with private industry for medium-scale digital topographic mapping.

The **Digital OBM** Program develops and maintains a database of digital topographic information for the Province of Ontario, and disseminates this data to users.

**Thematic Mapping** (314-1248) prepares the Ministry's colour thematic **maps**, including territorial, **parks**, **hunting** and **fishing** maps, colour brochures and graphics.

**Data Base Maintenance** (314-1262) is responsible for user support and the update of the digital topographic data base.

**Large Scale Mapping** (314-1233) is responsible for mapping for municipalities and for the management of the geographically referenced (controlled) aerial photography.



NATURAL RESOURCES INFORMATION BRANCH  
PROVINCIAL REMOTE SENSING OFFICE  
90 Sheppard Ave. E., 4th Flr.  
North York M2N 3A1  
416-314-1310

The Provincial Remote Sensing Office conducts technology and applications development projects and mapping programs related to natural resource inventories in such fields as forestry, geology, agriculture and land use planning, through the analysis of airborne and spaceborne **remote sensing** data (e.g., aerial **photography**, thermography, radar, and satellite multispectral imagery). The office maintains a collection of **LANDSAT satellite imagery** for Ontario and a literature **library**, both of which may be used by the public. The section includes the Data Standards Secretariat which has the responsibility for coordinating, and facilitating the development, distribution and use of data standards in MNR. Under a technology transfer program, the Provincial Remote Sensing Office offers information on remote sensing, and consultation on remote sensing research or application projects, to government organizations, private companies and universities/colleges. Remote sensing training courses are offered to provide practical experience in the use of a range of remote sensing data. Other forms of assistance in the teaching of remote sensing are provided to teaching institutions.

SYSTEMS DEVELOPMENT BRANCH  
90 Sheppard Ave. E., 5th Flr.  
North York M2N 3A1  
416-314-1445

The Systems Development Branch plans and develops corporate systems to support the Ministry in its pursuit of sustainable development. It coordinates the development of the strategic and annual operating Information and Technology plans for the Ministry. The branch establishes and maintains Ministry-wide policy, procedures, methodology and standards for software development, security and use. It plans, designs, builds, implements and maintains all corporate information systems for the Ministry. The branch evolves and maintains the Ministry's data architecture, corporate data dictionary and repository, and designs its corporate databases.

## OPERATIONS DIVISION

Regional offices are listed below, followed by the district offices, year round work centres, **fisheries** assessment units and **nurseries** reporting to it. Residents outside an office's local calling area are advised to consult the blue pages of their public telephone directory for the toll-free telephone number.

### CENTRAL REGION

Leslie M. Frost  
Natural Resources Centre  
Dorset P0A 1E0  
705-766-2451

Construction Depot Huntsville  
Box 9000  
Huntsville P0A 1K0  
705-789-9611

Regional Office  
P. O. Box 9000  
Brendale Square Manominee St.  
**Huntsville** P0A 1K0  
705-789-9611

Sudbury Operations Office  
199 Larch St.  
**Sudbury** P3E 5P9  
705-645-4120

#### District Offices

Box 500  
**Bancroft** K0L 1C0  
613-332-3940  
(Bancroft District)

Area Office  
62 Queen St.  
Box 190  
**Blind River** P0R 1B0  
705-356-2234  
(Sault Ste. Marie District)

Area Office  
Box 1138  
**Bracebridge** P1L 1V3  
705-645-8747  
(Parry Sound District)

Area Office  
148 Fleming St.  
Box 1340  
**Espanola** P0P 1C0  
705-869-1330  
(Sudbury District)

Area Office  
General Delivery  
**Minden** K0M 2K0  
705-286-1521  
(Bancroft District)

Box 3070, R. R. 3, Hwy. 63  
**North Bay** P1B 8K7  
705-474-5550

7 Bay St.  
**Parry Sound** P2A 1S4  
705-746-4201  
(Parry Sound District)

Riverside Dr., Box 220  
**Pembroke** K8A 6X4  
613-732-3661  
(Pembroke District)

875 Queen St. E.  
**Sault Ste. Marie** P6A 5L5  
705-949-1231

P. O. Box 3500, Station "A"  
**Sudbury** P3A 4S2  
705-522-7823

Box 38, Lakeshore Dr.  
**Temagami** P0H 2H0  
705-569-3622

Box 219  
**Whitney** K0J 2M0  
613-637-2780  
(Algonquin Park District)

#### Fish Culture Stations

Blue Jay Creek  
Box 1340, 148 Fleming St.  
**Espanola** P0P 1C0  
705-859-3006

Sandfield  
Box 10, R. R. 3  
**Manitoulin Island** P0P 2C0  
705-859-3370  
(Espanola District)

Pembroke  
Laurentian Dr.  
**Petawawa** K8H 2Z1  
613-687-5935  
(Pembroke District)

North Bay  
R. R. 1  
**Redbridge** P0H 2A0  
705-663-2311  
(North Bay District)

Tarentorus  
R. R. 5  
**Sault Ste. Marie** P6A 6J8  
705-949-7271  
(Sault Ste. Marie District)

Co-Operative Unit-Laurentian University  
935 Ramsey Lake Rd.  
**Sudbury** P3E 2C6  
705-675-1151 Ext. 2291  
(Sudbury District)

#### **Fisheries Assessment Units**

Haliburton-Hastings  
Box 500  
**Bancroft** K0L 1C0  
613-332-3940

Nipissing  
P. O. Box 3070  
**North Bay** P1B 8K7  
705-474-5550  
(North Bay District)

#### **NORTHEAST REGION**

Regional Office  
Box 3000  
140 Fourth Ave.  
**Cochrane** P0L 1C0  
705-272-4287

Algoma Fisheries Assessment Unit  
875 Queen St., E  
**Sault Ste. Marie** P6A 5L5  
705-949-1231

Algonquin  
P. O. Box 219  
**Whitney** K0J 2M0  
613-637-2780  
(Algonquin Park District)

#### **Nurseries**

Kirkwood Nursery  
Box 310  
**Thessalon** P0R 1L0  
705-842-2631

#### **Year Round Work Centres**

Parry Sound  
7 Bay St.  
**Parry Sound** P2A 1S4  
705-746-4201  
(Parry Sound District)

Kirkwood Office  
P. O. Box 310  
**Thessalon** P0R 1L0  
705-842-2434  
(Blind River District)

Algonquin Park Museum  
Box 219  
**Whitney** K0J 2M0  
613-637-2828  
(Algonquin Park District)

Regional Service Centre  
R. R. 2  
**Timmins** P4N 7C3  
705-268-2600

Regional Sub-Office  
60 Wilson Ave.  
**Timmins** P4N 2S7  
705-360-8200

#### District Offices

P. O. Box 450  
190-192 Cherry St.  
**Chapleau** P0M 1K0  
705-864-1710

Box 730  
2 Third Ave.  
**Cochrane** P0L 1C0  
705-272-4365

P. O. Box 129  
**Gogama** P0M 1W0  
705-894-2000

Box 670  
631 Front St.  
**Hearst** P0L 1N0  
705-362-4346

6-8-10 Government Rd.  
**Kapuskasing** P5N 2W4  
705-335-6191

Resident Geologist  
4 Government Rd. E.  
**Kirkland Lake** P2N 1A2  
705-567-9242

P. O. Box 309  
**Manitouwadge** P0T 2C0  
807-826-3225

Box 190  
**Moosonee** P0L 1Y0  
705-336-2987

Box 129  
**Swastika** P0K 1T0  
705-642-3222 (Kirkland Lake District)

896 Riverside Dr.  
**Timmins** P4N 3W2  
705-267-7951

P. O. Box 1160  
Hwy. 101  
**Wawa** P0S 1K0  
705-826-2396

#### Fish Culture Station

Hills Lake  
R. R. 2  
**Englehart** P0J 1H0  
705-544-8006 (Kirkland Lake District)

#### Nurseries

Chapleau Nursery  
190 Cherry St.  
P. O. Box 450  
**Chapleau** P0M 1K0  
705-864-1710

Gogama Nursery  
**Gogama** P0M 1W0  
705-894-2000

Swastika Nursery  
P. O. Box 129  
**Swastika** P0K 1T0  
705-567-3372

#### Year Round Work Centres

Elk Lake Sub-Office  
P. O. Box 100  
**Elk Lake** P0K 1J0  
705-678-2241

Englehart Sub-Office  
P. O. Box 520  
**Englehart** P0J 1H0  
705-544-2331

Hornepayne  
P. O. Box 429  
**Hornepayne** P0M 1Z0  
807-868-2303  
(Wawa District)

Matheson Sub-Office  
P. O. Box 609  
**Matheson** P0K 1N0  
705-273-2546 (Kirkland Lake District)



Pembroke  
Laurentian Dr.  
**Petawawa** K8H 2Z1  
613-687-5935  
(Pembroke District)

North Bay  
R. R. 1  
**Redbridge** P0H 2A0  
705-663-2311  
(North Bay District)

Tarentorus  
R. R. 5  
**Sault Ste. Marie** P6A 6J8  
705-949-7271  
(Sault Ste. Marie District)

Co-Operative Unit-Laurentian University  
935 Ramsey Lake Rd.  
**Sudbury** P3E 2C6  
705-675-1151 Ext. 2291  
(Sudbury District)

#### **Fisheries Assessment Units**

Haliburton-Hastings  
Box 500  
**Bancroft** K0L 1C0  
613-332-3940

Nipissing  
P. O. Box 3070  
**North Bay** P1B 8K7  
705-474-5550  
(North Bay District)

#### **NORTHEAST REGION**

Regional Office  
Box 3000  
140 Fourth Ave.  
**Cochrane** P0L 1C0  
705-272-4287

Algoma Fisheries Assessment Unit  
875 Queen St., E  
**Sault Ste. Marie** P6A 5L5  
705-949-1231

Algonquin  
P. O. Box 219  
**Whitney** K0J 2M0  
613-637-2780  
(Algonquin Park District)

#### **Nurseries**

Kirkwood Nursery  
Box 310  
**Thessalon** P0R 1L0  
705-842-2631

#### **Year Round Work Centres**

Parry Sound  
7 Bay St.  
**Parry Sound** P2A 1S4  
705-746-4201  
(Parry Sound District)

Kirkwood Office  
P. O. Box 310  
**Thessalon** P0R 1L0  
705-842-2434  
(Blind River District)

Algonquin Park Museum  
Box 219  
**Whitney** K0J 2M0  
613-637-2828  
(Algonquin Park District)

Regional Service Centre  
R. R. 2  
**Timmins** P4N 7C3  
705-268-2600

Regional Sub-Office  
60 Wilson Ave.  
**Timmins** P4N 2S7  
705-360-8200

#### District Offices

P. O. Box 450  
190-192 Cherry St.  
**Chapleau** P0M 1K0  
705-864-1710

Box 730  
2 Third Ave.  
**Cochrane** P0L 1C0  
705-272-4365

P. O. Box 129  
**Gogama** P0M 1W0  
705-894-2000

Box 670  
631 Front St.  
**Hearst** P0L 1N0  
705-362-4346

6-8-10 Government Rd.  
**Kapuskasing** P5N 2W4  
705-335-6191

Resident Geologist  
4 Government Rd. E.  
**Kirkland Lake** P2N 1A2  
705-567-9242

P. O. Box 309  
**Manitouwadge** P0T 2C0  
807-826-3225

Box 190  
**Moosonee** P0L 1Y0  
705-336-2987

Box 129  
**Swastika** P0K 1T0  
705-642-3222 (Kirkland Lake District)

896 Riverside Dr.  
**Timmins** P4N 3W2  
705-267-7951

P. O. Box 1160  
Hwy. 101  
**Wawa** P0S 1K0  
705-826-2396

#### Fish Culture Station

Hills Lake  
R. R. 2  
**Englehart** P0J 1H0  
705-544-8006 (Kirkland Lake District)

#### Nurseries

Chapleau Nursery  
190 Cherry St.  
P. O. Box 450  
**Chapleau** P0M 1K0  
705-864-1710

Gogama Nursery  
**Gogama** P0M 1W0  
705-894-2000

Swastika Nursery  
P. O. Box 129  
**Swastika** P0K 1T0  
705-567-3372

#### Year Round Work Centres

Elk Lake Sub-Office  
P. O. Box 100  
**Elk Lake** P0K 1J0  
705-678-2241

Englehart Sub-Office  
P. O. Box 520  
**Englehart** P0J 1H0  
705-544-2331

Hornepayne  
P. O. Box 429  
**Hornepayne** P0M 1Z0  
807-868-2303  
(Wawa District)

Matheson Sub-Office  
P. O. Box 609  
**Matheson** P0K 1N0  
705-273-2546 (Kirkland Lake District)

**SOUTHERN REGION**

**District Offices**

353 Talbot St. W.  
Box 940  
**Aylmer** N5H 2S8  
519-773-9241  
(Aylmer District)

P. O. Box 605  
Oxford Avenue  
**Brockville** K6V 5V8  
613-342-8524  
(Brockville Area Office)

Box 2186, Beaverdale Rd.  
**Cambridge** N3C 2W1  
519-658-9355 (Cambridge District)

10 Findlay Ave.  
**Carleton Place** K7C 3Z6  
613-257-5735  
(Carleton Place Area Office)

1023 Richmond St. W.  
**Chatham** N7M 5L8  
519-354-7340  
(Chatham Area Office)

113 Amelia St.  
Box 1749  
**Cornwall** K6H 5V7  
613-933-1774  
(Cornwall Area Office)

Hwy. 20 W.  
Box 1070  
**Fonthill** L0S 1E0  
905-892-2656  
(Niagara Area Office)

Ontario Government Bldg.  
322 Kent St. W.  
**Lindsay** K9V 4T7  
705-324-6121  
(Lindsay Area Office)

10401 Dufferin St.  
P. O. Box 7400  
**Maple** L6A 1S9  
905-832-2761 (Maple District)

**Midhurst** L0L 1X0  
705-725-7500  
(Midhurst District)

1 Richmond Blvd.  
**Napanee** K7R 3S3  
613-354-2173  
(Napanee Area Office)

611-9th Ave. E.  
**Owen Sound** N4K 3E4  
519-376-3860  
(Owen Sound Area Office)

548 Queensway W.  
P. O. Box 706  
**Simcoe** N3Y 4T2  
519-426-7650  
(Simcoe Area Office)

255 Metcalfe St.  
P. O. Box 70  
**Tweed** K0K 3J0  
613-478-2330 (Tweed District)

R. R. 5  
**Wingham** N0G 2W0  
519-357-3131  
(Wingham Area Office)

## **Fish Culture Station**

Chatsworth

R. R. 2

**Chatsworth** N0H 1G0

519-794-2340 (Owen Sound District)

R. R. 2

**Codrington** K0K 1R0

613-475-2512 (Napanee District)

Harwood

Box 79

**Harwood** K0K 2N0

905-342-2860 (Lindsay District)

Deer Lake

R. R. 1

**Havelock** K0L 1Z0

705-778-3391 (Lindsay District)

Ringwood

R. R. 2

**Stouffville** L4A 7X3

905-640-6204 (Maple District)

Normandale

R. R. 1

**Vittoria** N0E 1W0

519-426-3142 (Simcoe District)

## **Fisheries Assessment Units**

Kawartha

322 Kent St. W.

**Lindsay** K9V 2Z9

705-324-6121 (Lindsay District)

Lake Huron

611 Ninth Ave. E.

**Owen Sound** N4K 3E4

519-376-6531 (Owen Sound District)

Lake Ontario

R. R. 4

**Picton** K0K 2J0

613-476-2400

Lake Simcoe

Sibbald's Point Provincial Park

R. R. 2

**Sutton West** L0E 1R0

905-722-5512 (Maple District)

Lake St. Clair

R. R. 2

**Tilbury** N0P 2L0

519-682-1152 (Chatham District)

Lake Erie

R. R. 2

**Wheatley** N0P 2P0

519-825-4684 (Chatham District)

## **Nurseries**

Ontario Tree Seed Plant

P. O. Box 70

**Angus** L0M 1B0

705-424-5311

G. Howard Ferguson

R. R. 4

**Kemptville** K0G 1J0

613-258-8355

Midhurst Nursery

**Midhurst** L0L 1X0

705-728-2900

Orono Nursery

P. O. Box 119

**Orono** L0B 1M0

905-983-9147

St. Williams Nursery

R. R. 1

**St. Williams** N0E 1P0

519-586-3576

## **Regional Office**

Regional Office

50 Bloomington Rd.

**Aurora** L4G 3G8

905-832-2761



**Year Round Work Centres**

Earl Rowe Provincial Park  
Box 966  
**Alliston** L0M 1A0  
705-435-4331  
(Midhurst District) (Camping & day use  
Seasonal Conservation Officer  
Headquarters year round)

Larose Forest Headquarters  
P. O. Box 10  
**Bourget** K0A 1E0  
613-487-2100  
(Cornwall Area Office)

Bronte Creek Provincial Park  
1219 Burloak Dr., R. R. 2  
**Burlington** L7R 3X5  
905-335-0023 (Cambridge District)  
(Day use facilities)

Ganaraska Forest  
R. R. 1  
**Campbellcroft** L0A 1B0  
905-797-2959  
(Lindsay Area Office)

Hullett Wildlife Management Area  
R. R. 4  
**Clinton** N0M 1L0  
519-482-7011 (Wingham District)

Kilworth Division Office  
R. R. 3  
**London** N6A 4B7  
519-472-0820 (Aylmer District)

Petroleum Resources Laboratory  
659 Exeter Rd.  
P. O. Box 5463  
**London** N6A 4L6  
519-661-2812/3

Copeland Forest Resource Management  
Unit  
c/o Springwater Provincial Park  
**Midhurst** L0L 1X0  
705-728-7393  
(Midhurst District)

Springwater Provincial Park/  
Wildlife Compound  
**Midhurst** L0L 1X0  
705-728-7393  
(Midhurst District) (Day use Facilities)

Tiny/Wye Marsh  
Wildlife Areas  
Box 613  
**Midland** L4R 4L3  
705-322-2200  
(Midhurst District)

Bass Lake Provincial Park  
P. O. Box 2178  
**Orillia** L3V 6S1  
705-326-7054 (Huron District)  
(Camping & day use Seasonal  
Conservation Officer Headquarters year  
round)

Limerick Forest Headquarters  
R. R. 2  
**Oxford Station** K0G 1T0  
613-258-3151  
(Brockville Area Office)

Petrolia Detachment Office  
360 Centre St.  
P. O. Box 1379  
**Petrolia** N0N 1R0  
519-882-0502/3  
(Chatham Area Office)

Glenora Research Station  
R. R. 4  
**Picton K0K 2T0**  
613-476-2400  
(Napanee Area Office)

Lake Erie Assessment  
Sub Station  
Box 429  
**Port Dover N0A 1N0**  
519-583-0981  
(Simcoe Area Office)

White Lake  
R. R. 2  
**Sharbot Lake K0H 2P0**  
613-335-2115 (Tweed District)

York Regional Forest Headquarters  
R. R. 3  
**Stouffville L4A 7X4**  
905-473-2160 (Maple District)

Tweed Warehouse and Fire Complex  
Hungerford Rd.  
**Tweed K0K 3J0**  
613-478-2330 (Tweed District)

Wasaga Beach Provincial Park  
P. O. Box 183  
**Wasaga Beach L0L 2P0**  
705-429-2516  
(Midhurst District) (Day Use Facilities)

Fisheries Research Station  
R. R. 2  
**Wheatley N0P 2P0**  
519-825-4171  
(Chatham Area Office)

## AVIATION, FLOOD AND FIRE MANAGEMENT BRANCH

70 Foster Dr., Ste. 400  
Sault Ste. Marie P6A 6V5  
705-945-5700

The branch coordinates the operation and maintenance of the provincial fleet of **aircraft** for **forest fire** suppression, resources management, aerial **surveys**, aerial **photography**, mercy flights, search and rescue missions, and transportation. It also has a flight operations office in Malton (Hangar No. 2, Ste. 24, 2450 Derry Rd. E., Mississauga L5S 1B2, 905-678-1173). Fire management planning is organized by the branch. In company with the regions, it coordinates provincial fire management operations, **research** and development of forest fire equipment and systems, forest fire fighter training, and a provincial fire prevention program. The branch also establishes interprovincial and international agreements; cooperates with municipalities, railway and forest industries on forest fire prevention and control.

The flood management unit is responsible for the coordination and development of the Provincial flood forecasting and warning program in an effort to mitigate the adverse effects of flooding. It provides services to the Ministry, Conservation Authorities and other water management agencies by operating a streamflow monitoring and flood warning system.

## CONSERVATION AUTHORITIES SECTION

Whitney Block, Rm. 5620

99 Wellesley St. W.

Queen's Park, Toronto M7A 1W3

416-314-1977

The section encourages the **conservation**, development and wise utilization of **water** and related **land** resources by providing policy, procedural guidelines, funding, management and planning direction to 38 Conservation Authorities.

The Conservation Authorities are semiautonomous, corporate bodies established under the **Conservation Authorities Act** to further the conservation, restoration, development and management of natural resources other than gas, oil, coal and minerals.

Through the section, **grants** are provided to Conservation Authorities to support resource management projects, e.g., **watershed** planning, **flood** control works such as **dams** and other non-structural measures, **erosion** control projects, and conservation and **recreation** land management (**reforestation**, **woodlot**, **fish** and **wildlife** management).

The section deals with the Conservation Authorities (CAs) through the Ministry of Natural Resources regional office in Aurora. This office and the Authorities are listed below.

Niagara Peninsula CA

2358 Centre St.

**Allanburg** L0S 1A0

905-227-1013

Hamilton Region CA

Box 7099, 838 Mineral Springs Rd.

**Ancaster** L9G 3L3

905-525-2181

Nottawasaga Valley CA

R. R. 1

**Angus** L0M 1B0

705-424-1479

Regional Office

R. R. 2

50 Bloomington Rd. W.

**Aurora** L4G 3G8

905-841-9385

Catfish Creek CA

R. R. 5

**Aylmer** N5H 2R4

519-773-9037

Moir River CA

Box 698

**Belleville** K8N 5B3

613-968-3434

South Nation River CA

Box 69

**Berwick** K0C 1G0

613-984-2949

Grand River CA

Box 729, 400 Clyde Rd.

**Cambridge** N1R 5W6

519-621-2761

Lower Thames Valley CA

100 Thames St.

**Chatham** N7L 2Y8

519-354-7310

Metropolitan Toronto &amp; Region CA

5 Shoreham Dr.

**Downsview** M3N 1S4

416-661-6600

Essex Region CA

360 Fairview Ave. W.

**Essex** N8M 1Y6

519-776-5209

Ausable Bayfield CA

R. R. 3

**Exeter** N0M 1S5

519-235-2610

Cataraqui Region CA  
Box 160  
**Glenburnie** K0H 1S0  
613-546-4228

Saugeen Valley CA  
R. R. 1  
**Hanover** N4N 3B8  
519-364-1255

Mississippi Valley CA  
Box 268  
**Lanark** K0G 1K0  
613-259-2421

Kawartha Region CA  
Kenrei Park Rd. R. R. 1  
**Lindsay** K9V 4R1  
705-328-2271

Upper Thames River CA  
R. R. 6  
**London** N6A 4C1  
519-451-2800

Rideau Valley CA  
Box 599, Mill St.  
**Manotick** K4M 1A5  
613-692-3571

Crowe Valley CA  
Box 416  
**Marmora** K0K 2M0  
613-472-3137

Raisin Region CA  
Box 10  
**Martintown** K0C 1S0  
613-528-4823

Credit Valley CA  
1255 Derry Rd. W.  
**Meadowvale** L5N 6R4  
905-670-1615

Halton Region CA  
2596 Britannia Rd. W.  
R. R. 2  
**Milton** L9T 2X6  
905-336-1158

Napanee Region CA  
25 Ontario St. W.  
**Napanee** K7R 3S6  
613-354-3312

Lake Simcoe Region CA  
Box 282, 120 Bayview Ave.  
**Newmarket** L3Y 4X1  
905-895-1281

North Bay - Mattawa CA  
R. R. 5, Site 12, Camp 5  
233 Birchs Rd.  
**North Bay** P1B 8Z4  
705-474-5420

Central Lake Ontario CA  
100 Whiting Ave.  
**Oshawa** L1H 3T3  
905-579-0411

Grey Sauble CA  
R. R. 4, Inglis Falls Rd.  
**Owen Sound** N4K 5N6  
519-376-3076

Otonabee Region CA  
Time Square  
380 Armour Rd., Ste. 200  
**Peterborough** K9H 7L7  
705-745-5791

Prince Edward Region CA  
Box 310  
**Pictou** K0K 2T0  
613-476-7408

Ganaraska Region CA  
Box 328  
**Port Hope** L1A 3W4  
905-885-8173

Sault Ste. Marie Region CA  
R. R. 2  
**Sault Ste. Marie** P6A 5K7  
705-946-8530

Long Point Region CA  
R. R. 3  
**Simcoe** N3Y 4K2  
519-428-4623



Kettle Creek CA  
R. R. 8  
**St. Thomas** N5P 3T3  
519-631-1270

St. Clair Region CA  
205 Mill Pond Cres.  
**Strathroy** N7G 3P9  
519-245-3710

Nickel District CA  
200 Brady St.  
**Sudbury** P3E 5K3  
705-674-5249

Lakehead Region CA  
Box 3476  
1136 Oliver Rd.  
**Thunder Bay** P7B 5J9  
807-344-5857/8/9/50

Mattagami Region CA  
133 Cedar St. S.  
**Timmins** P4N 2G9  
705-264-5309

Lower Trent Region CA  
441 Front St.  
**Trenton** K8V 6C1  
613-394-4829

Maitland Valley CA  
Box 127  
**Wroxeter** N0G 2X0  
519-335-3557

PROVINCIAL OPERATIONS BRANCH  
COMPLIANCE OPERATIONS SECTION  
P. O. Box 7000  
Peterborough K9J 8M5  
705-740-1254

The Compliance Operations Section provides assistance and advice to field offices on various compliance and law enforcement matters. It is responsible for the development of compliance policy and the development and coordination of all law enforcement training courses.

PROVINCIAL OPERATIONS BRANCH  
PROVINCIAL PARKS OPERATIONS  
ICI House, 6th Flr.  
90 Sheppard Ave. E.  
North York M2N 3A1  
416-314-1096

Listed alphabetically below are provincial parks and the corresponding district offices and telephone numbers. See this Ministry's Operations Division entries for the full addresses of the regional and district offices.

Aaron  
807-223-3341  
(Dryden District)

Algonquin  
705-633-5572  
(Algonquin Park District)

Arrowhead  
705-645-8747  
(Bracebridge District)

Carillon  
613-257-5735  
(Carleton Place District)

Awenda  
705-728-2900  
(Huron District)

Carson Lake  
613-732-3661  
(Pembroke District)

Balsam Lake  
705-324-6121  
(Lindsay District)

Charleston Lake  
613-354-2173  
(Napane District)

Bass Lake  
705-728-2900  
(Huron District)

Chutes  
705-869-1330  
(Espanola District)

Batchawana  
705-949-1231  
(Sault Ste. Marie District)

Craigleith  
519-376-3860  
(Owen Sound District)

Blue Lake  
807-223-3341  
(Dryden District)

Darlington  
705-324-6121  
(Lindsay District)

Bon Echo  
613-354-2173  
(Napane District)

Devil's Glen  
705-728-2900  
(Huron District)

Bonnechere  
613-732-3661  
(Pembroke District)

Driftwood  
613-732-3661  
(Pembroke District)

Bronte Creek  
519-658-9356  
(Cambridge District)

Earl Rowe  
705-728-2900  
(Huron District)

Caliper Lake  
807-274-5337  
(Fort Frances District)

Emily  
705-324-6121  
(Lindsay District)

Esker Lakes  
705-642-3222  
(Kirkland Lake District)

Fairbank  
705-522-7823  
(Sudbury District)

Ferris  
613-354-2173  
(Napanee District)

Finlayson Point  
705-569-3622  
(Temagami District)

Fitzroy  
613-257-5735  
(Carleton Place)

Frontenac Park  
613-354-2173  
(Napanee District)

Fushimi Lake  
705-362-4346  
(Hearst District)

Greenwater  
705-272-4365  
(Cochrane District)

Grundy Lake  
705-746-4201  
(Parry Sound District)

Halfway Lake  
705-522-7823  
(Sudbury District)

Inverhuron  
519-376-3860  
(Owen Sound District)

Ipperwash  
519-357-3131  
(Wingham District)

Ivanhoe Lake  
705-864-1710  
(Chapleau District)

John E. Pearce  
519-773-9241  
(Aylmer District)

Kakabeka Falls  
807-475-1511  
(Thunder Bay District)

Kap-Kig-Iwan  
705-642-3222  
(Kirkland Lake District)

Kettle Lakes  
705-267-7951  
(Timmins District)

Killarney  
705-522-7823  
(Sudbury District)

Killbear  
705-746-4201  
(Parry Sound District)

Klotz Lake  
807-854-1030  
(Geraldton District)

Lady Evelyn Smoothwater  
705-569-3622  
(Temagami District)

Mark S. Burnham  
705-324-6121  
(Lindsay District)

Lake Nipigon  
807-887-2120  
(Nipigon District)

Marten River  
705-474-5550  
(North Bay District)

Lake of the Woods  
807-274-5337  
(Fort Frances District)

Mattawa River  
705-474-5550  
(North Bay District)

Lake on the Mountain  
613-354-2173  
(Napanee District)

McRae Point  
705-728-2900  
(Huron District)

Lake St. Peter  
613-332-3940  
(Bancroft District)

Middle Falls  
807-475-1511  
(Thunder Bay District)

Lake Superior  
705-856-2396  
(Wawa District)

Mikisew  
705-645-8747  
(Bracebridge District)

Long Point  
519-426-7650  
(Simcoe District)

Missinaibi Lake  
705-864-1710  
(Chapleau District)

MacGregor Point  
519-376-3860  
(Owen Sound District)

Mississagi  
705-356-2234  
(Blind River District)

MacLeod  
807-854-1030  
(Geraldton District)

Murphys Point Park  
613-257-5735  
(Carleton Place)

Mara  
705-728-2900  
(Huron District)

Nagagamisis  
705-362-4346  
(Hearst District)



Neys  
807-825-3205  
(Terrace Bay District)

Petroglyphs  
613-332-3940  
(Bancroft District)

North Beach  
613-354-2173  
(Napanee District)

Point Farms  
519-357-3131  
Wingham District)

Oastler Lake  
705-746-4201  
(Parry Sound District)

Polar Bear  
705-336-2987  
(Moosonee District)

Obatanga  
705-856-2396  
(Wawa District)

Port Bruce  
519-773-9241  
(Aylmer District)

Ojibway  
807-737-1140  
(Sioux Lookout District)

Port Burwell  
519-773-9241  
(Aylmer District)

Ojibway Prairie Nature Reserve  
519-354-7340  
(Chatham District)

Presqu'ile  
613-354-2173  
(Napanee District)

Ouimet Canyon  
807-475-1511  
(Thunder Bay District)

Quetico  
807-597-6971  
(Atikokan District)

Pakwash  
807-727-2253  
(Red Lake District)

Rainbow Falls  
807-825-3205  
(Terrace Bay District)

Pancake Bay  
705-949-1231  
(Sault Ste. Marie District)

Rene Brunelle  
705-335-6191  
(Kapuskasing District)

Peters Woods Nature Reserve  
705-324-6121  
(Lindsay District)

Restoule  
705-474-5550  
(North Bay District)

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Rideau River  
613-257-5735  
(Carleton Place)

Sharbot Lake  
613-257-5735  
(Carleton Place District)

Rock Point  
905-892-2656  
(Niagara District)

Sibbald Point  
905-832-2761  
(Maple District)

Rondeau  
519-354-7340  
(Chatham District)

Sibley  
807-475-1511  
(Thunder Bay District)

Rushing River  
807-468-9841  
(Kenora District)

Silent Lake  
613-332-3940  
(Bancroft District)

Samuel de Champlain  
705-474-5550  
(North Bay District)

Silver Lake  
613-257-5735  
(Carleton Place)

Sandbanks  
613-354-2173  
(Napanee District)

Sioux Narrows  
807-468-9841  
(Kenora District)

Sandbar Lake  
807-934-2233  
(Ignace District)

Six Mile Lake  
705-728-2900  
(Huron District)

Sauble Falls  
519-376-3860  
(Owen Sound District)

Springwater  
705-728-2900  
(Huron District)

Selkirk  
519-426-7650  
(Simcoe District)

Sturgeon Bay  
705-746-4201  
(Parry Sound District)

Serpent Mounds  
705-324-6121  
(Lindsay District)

The Pinery  
519-357-3131  
(Wingham District)

The Shoals  
705-864-1710  
(Chapleau District)

Wheatley  
519-354-7340  
(Chatham District)

Tidewater  
705-336-2987  
(Moosonee District)

White Lake  
705-856-2396  
(Wawa District)

Trillium Woods Nature Reserve  
519-773-9241  
(Aylmer)

Windy Lake  
705-522-7823  
(Sudbury District)

Turkey Point  
519-426-7650  
(Simcoe District)

Winisk River  
807-854-1030  
(Geraldton District)

Wakami Lake  
705-864-1710  
(Chapleau District)

Woodland Caribou  
807-727-2253  
(Red Lake District)

Wasaga Beach  
705-728-2900  
(Huron District)

## **POLICY AND PROGRAM DIVISION**

### **AQUATIC ECOSYSTEMS BRANCH**

ICI House, 5th Flr.  
90 Sheppard Ave. E.  
North York M2N 3A1  
416-314-1130  
Fax 416-314-1140

The Aquatic Ecosystems Branch provides leadership in the development and transfer of policy and programs related to fisheries, waters, conservation authorities, wetlands, shorelines, watersheds, floodplains, diversions, aquatic resources assessment and inventory to MNR staff, the public, other government and non-government agencies. The branch is involved in the delivery of major policy initiatives such as Great Lakes-St. Lawrence Shorelines, Water Policy, SPOF II implementation, Wetlands Policy and Guidelines.

The Branch also coordinates and participates in negotiations about intergovernmental agreements related to fisheries and water management, and provides liaison for the development of policies to support negotiations with aboriginal people.

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Delivery of the fisheries program and enforcement of legislation is the responsibility of district and area offices. These offices provide information on hatcheries and sanctuaries, farm ponds, **permits** and special **licences**, **fishing** conditions and regulations, open seasons, fish identification and conservation. For a listing of regional and district offices, fisheries assessment units, fish culture stations and Fisheries Research Stations, see the Ministry's Operations Division entries.

## RESEARCH, SCIENCE AND TECHNOLOGY BRANCH

### ONTARIO FOREST RESEARCH INSTITUTE

1235 Queen St. E.  
P. O. Box 969  
Sault Ste. Marie P6A 5N5  
705-946-2981  
Fax 705-946-2030

The Ontario Forest Research Institute (**OFRI**) formerly the Ontario Tree Improvement and Forest Biomass Institute (OTIFBI) and its three satellite stations, listed below, conduct and coordinate **forest research** to acquire basic and applied knowledge and ensure its use in the development of forest policy and forest management practices in the forest ecosystems in Ontario. It currently has research programs in forest ecology, genetics, renewal and silviculture which are focused on developing new knowledge of forest ecosystems structure and function to enhance forest sustainability. Research results are disseminated by way of publications, seminars/conferences, committees, input to policy, training, workshops, innovative products and procedures, consulting services, strategic data bases and biological materials.

The **laboratories** occupy 2,000 sq. metres in the new OFRI building, with an extended greenhouse facility and an off-site arboretum of 86 hectares.

In addition, there are laboratory facilities at the University of Guelph and at the Centre for Northern Forest Ecosystem Research (CNFER) operations.

**OFRI**  
c/o University of Guelph  
Horticultural Science  
620 Gordon St.  
**Guelph** N1G 2W1  
519-824-4120 EXT. 8586  
Fax 519-767-0755

**OFRI**  
Southern Forest Health Project  
10401 Dufferin St.  
Box 7400  
**Maple** L6A 1S9  
905-832-7271  
Fax 905-832-7179

**OFRI**  
Centre for Northern Forest  
Ecosystem Research (CNFER)  
c/o Lakehead University  
955 Oliver Rd.  
**Thunder Bay** P7B 5E1  
807-343-4023  
Fax 807-343-4001



## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Natural Resources are listed below. Conservation Authorities are listed under the Conservation Authorities.

### ALGONQUIN FORESTRY AUTHORITY

222 Main St. W.  
P. O. Box 1198  
Huntsville P0A 1K0  
705-789-9647

The Algonquin Forestry Authority is a Crown corporation responsible for maintaining an integrated resource management approach within Algonquin Provincial Park. The Authority has been assigned the task of ensuring the viability of the local **forest** industry by managing and upgrading the quality of the forest and effectively utilizing its range of products. Maintaining a forest cover which satisfies the requirements of regeneration, aesthetics and preservation of diverse vegetation types is also the Authority's responsibility. It preserves and protects the recreational values, fish and wildlife habitat, soil and water resources within the park.

The Authority has an office in Pembroke, listed below.

Manager of Operations  
84-6 Isabella St.  
**Pembroke** K8A 5S5  
613-735-0173

### MINING AND LANDS COMMISSIONER

700 Bay St, 24th Flr.  
Box 330  
Toronto M5G 1Z6  
416-314-2320  
Fax 416-314-2327

The office of the Mining and Lands Commissioner is an independent administrative tribunal responsible for hearing and deciding appeals under legislation administered by the Ministries of Natural Resources and Northern Development and Mines including the **Mining Act**, the **Conservation Authorities Act**, the **Aggregate Resources Act**, and others.

## ACTS

### ACTS

The Ministry of Natural Resources is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications branch.

Aggregate Resources Act, 1989  
Agreement Authorization Act, 1958  
Algonquin Forestry Authority Act

Algonquin Provincial Park Extension Act, 1960-61  
An Act for the Settlement of Certain Questions Between the Governments of Canada and Ontario  
An Act to Confirm the Title of the Government of Canada to certain Lands and Indian Lands, 1915  
Arboreal Emblem Act, 1984  
Beach Protection Act  
Beds of Navigable Waters Act  
Boating Restriction Regulations  
Canada Company's Lands Act, 1922  
Conservation Authorities Act  
Conservation Land Act, 1988  
Crown Timber Act  
Endangered Species Act  
Fish Inspection Act  
Fisheries Act (Canada-Ontario Fishery Regulations)  
Fisheries Industrial Development Act  
Fisheries Loans Act  
Forest Fires Prevention Act  
Forest Tree Pest Control Act  
Forestry Act  
Freshwater Fish Marketing Act (Ontario)  
Game and Fish Act  
Gananoque Lands Act, 1961-62  
Gas and Oil Leases Act  
Indian Lands Act 1924  
Industrial and Mining Lands Compensation Act  
Lac Seul Conservation Act, 1928  
Lake of the Woods Control Board Act, 1922  
Lakes and Rivers Improvement Act  
Manitoba-Ontario Lake St. Joseph Diversion  
Migratory Birds Convention Act (Canada) - Ontario Regulations  
Mineral Emblem Act  
Ministry of Natural Resources Act  
National Radio Observatory Act, 1962-63  
North Georgian Bay Recreational Reserve Act, 1962-63  
Ontario Geographic Names Board Act  
Ontario Harbours Agreement Act, 1962-63  
Ottawa River Water Powers Act, 1943  
Petroleum Resources Act  
Provincial Parks Act  
Public Lands Act  
Respecting Indian Reserve Lands, 1891  
Seine River Diversion Act, 1952  
Settlers' Pulpwood Protection Act  
Spruce Pulpwood Exportation Act  
Steep Rock Iron Ore Development Act, 1949  
Surveyors Act  
Surveys Act

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Trees Act

Wild Rice Harvesting Act

Wilderness Areas Act

Wolf Damage to Livestock Compensation Act

Woodlands Improvement Act

Woodmen's Employment Act

Woodmen's Lien for Wages Act

## MINISTRY OF NORTHERN DEVELOPMENT AND MINES

**159 Cedar St.  
Sudbury P3E 6A5**

The Ministry of Northern Development and Mines was established in November, 1985 from the former Ministry of Northern Affairs and the Division of Mines and Minerals (except aggregates), which was transferred from the Ministry of Natural Resources.

The Ministry's primary mandate is two-fold: to meet the special needs of Northern Ontario by encouraging its business, industrial, economic and social development and coordinating other ministries' northern policies and programs; and to promote and regulate the development and use of the province's mineral resources.

The Ministry consists of three divisions: the Corporate Services Division, the Northern Development Division and the Mines and Minerals Division.

A network of Northern Development Offices, located in some 27 communities throughout Northern Ontario, provides information and assistance to individuals dealing with provincial government ministries, and works with local people, communities, and other government agencies to identify, develop and initiate a wide variety of local social and economic development projects. There are 5 offices of the Northern Industry Branch that provide assistance to develop entrepreneurship and growth of small business, encourage industrial investment and work to strengthen industry's international competitiveness.

Three regional offices of the Mines and Minerals Division administer a network of 13 Resident Geologist offices, seven Drill Core Libraries, and eight Mining Recorder offices.

Two Agencies report to the Ministry of Northern Development and Mines: the Northern Ontario Heritage Fund Corporation is a \$360 million government initiative with a mandate to assist small businesses, single-industry communities, new technology and special projects; the Ontario Northland Transportation Commission is a development agency which operates rail, bus, air and marine service in Northern Ontario.

### CORPORATE SERVICES DIVISION

**AUDIT SERVICES**  
159 Cedar St., 7th Flr.  
Sudbury P3E 6A5  
705-670-7297  
Fax 705-670-7294

Audit Services performs internal audit functions, such as reviewing and appraising the Ministry's financial and management control systems, and ascertaining compliance with Ministry and government policies and procedures.



## COMMUNICATIONS SERVICES BRANCH

159 Cedar St., 6th Flr.

Sudbury P3E 6A5

705-670-7050

Fax 705-670-7109

The Communications Services Branch informs the public, client groups and the news media about the Ministry's activities; establishes communications policy for the Ministry; advises other branches on communications issues; and provides support to the Minister of Northern Development and Mines and the Deputy Minister. Activities include: media liaison, special event co-ordination, answering public inquiries, advertising, and producing and distributing publications, news releases, promotional displays, audio-visual materials and library service.

## EMPLOYEE AND ADMINISTRATIVE SERVICES BRANCH

## ACCOUNTING SERVICES SECTION

159 Cedar St., 5th Flr.

Sudbury P3E 6A5

705-670-7182

Fax 705-670-7386

The branch provides financial planning, control and accounting services to the Ministry. This involves developing annual expenditure plans for all Ministry programs and activities, followed by in-year monitoring and control of project approvals and expenditures against approved budgets. Accounting services include payroll, accounts payable, grants payable, accounts receivable and employee expenses control. The branch also provides financial advisory services to program administrators and liaises with central agencies, other ministries and the Provincial Auditor on financial matters.

## EMPLOYEE AND ADMINISTRATIVE SERVICES BRANCH

## ADMINISTRATION SERVICES SECTION

159 Cedar St., 5th Flr.

Sudbury P3E 6A5

705-670-7340

The Administrative Services Section is responsible for corporate leadership and training in the areas of **records management**, general services, purchasing services, facilities management and various office services.

## EMPLOYEE AND ADMINISTRATIVE SERVICES BRANCH

## HUMAN RESOURCES SECTION

159 Cedar St., 5th Flr.

Sudbury P3E 6A5

705-670-7440

Fax 705-670-7213

The Human Resources Branch performs **personnel** functions for the Ministry in the areas of staff relations, classification, pay administration, **employee** benefits, staffing, occupational health and **safety**, employee counselling, employment equity, youth employment, training and development, planning and policy.

**EMPLOYEE AND ADMINISTRATIVE SERVICES BRANCH  
INFORMATION TECHNOLOGY SECTION**

159 Cedar St., 6th Flr.

Sudbury P3E 6A5

705-670-7095

The Information Technology Section directs and controls the implementation of information **technology** throughout the Ministry to ensure effective utilization.

**EMPLOYMENT EQUITY OFFICE**

159 Cedar St., 5th Flr.

Sudbury P3E 6A5

705-670-7440

Fax 705-670-7213

The Employment Equity Office ensures that the Ministry is an organization that reflects the diversity of the population it serves and that all individuals have an opportunity for employment and advancement in the Ministry based solely on their experience and ability.

**FINANCIAL PLANNING AND POLICY COORDINATION**

159 Cedar St., 7th Flr.

Sudbury P3E 6A5

705-670-7042

Fax 705-670-7043

The Section coordinates the policy and planning processes for the Ministry. Responsibilities include providing advice to the Minister and Deputy Minister on corporate policy and planning; coordinating policy development within the Ministry; developing and monitoring annual expenditure plans; coordinating northern native policy and issues resolution; and maintaining liaison between the Ministry, central agencies and other levels of government.

**FRENCH LANGUAGE SERVICES**

159 Cedar St., 6th Flr.

Sudbury P3E 6A5

705-670-7030

Fax 705-670-7017

This office coordinates and monitors the provision of **French Language Services** within the Ministry of Northern Development and Mines and its agencies.

**LEGAL SERVICES**

10 Wellesley St. E., 9th Flr.

Toronto M4Y 1G2

416-327-0645

Fax 416-327-0646

This office provides legal services to the Ministry of Northern Development and Mines, and is responsible to the Ministry of the Attorney General.

## MINES AND MINERALS DIVISION

### CLIENT SERVICES BRANCH

Willet Green Miller Centre  
 933 Ramsey Lake Rd.  
 Sudbury P3E 6B5  
 705-670-5761  
 Fax 705-670-5754  
 Fax 705-670-5770 (publications, Data Services)

This branch is responsible for information services within the division. Included in this branch is the Data Services Section and the Library. The Data Centre is responsible for the standards, policies, construction, and supervision of the divisions digital files. The library provides research facilities for Ministry staff, the **mining** industry, and the general public. The **library** contains **publications** on geology, mining and mineral resources. Its holdings include: reports of the Ontario Geological Survey from 1891, the Geological Survey of Canada from 1845, other provincial geological surveys, the U.S. Geological Survey in some U.S. States; reports and maps for Precambrian regions of the world; selected text's on geochemistry, geophysics, engineering geology, mineral economics and related topics. Special indexes, bibliographies and abstracts enable users to access the collections. The Library subscribes to over 400 journals and newspapers, and a large collection of geological and aeromagnetic **maps** covering Ontario. Photocopies are provided at a nominal charge.

The Geoscience Laboratories provide identification, chemical analyses, and assays of mineral, rock and ore samples.

This branch has taken the lead in co-ordinating non-tax revenue activities in the area of mining-related services. Such activities include the selling of software developed by the Division, geological texts, Assessment Work handbook series, work for external clients in the labs, creation and marketing of geochemical standards, short courses and consulting activity.

### FIELD ORGANIZATION

The mines and minerals services are readily available through a network of field offices includes Mining Recorders, Resident Geologists, Drill Core Libraries, Mining Development Coordinators and Regional Minerals Specialists.

Field offices provide local consultative services relating to mineral resources to government, industry and the public. Resident Geologist Offices maintain a library and offer information on the geology and mineral deposits of their district. Mining Recorders administer the regulations of the Mining Act and serve those seeking information about the status of mineral lands. There are 13 geological field offices and eight mining recorder offices that report to the Ministry of Northern Development and Mines.

Box 230  
 Presley St.  
 Cobalt P0J 1C0  
 705-679-8558 Resident Geologist  
 Fax 705-679-5584

Box 190  
 Dorset P0A 1E0  
 705-766-2494 Resident Geologist  
 Fax 705-766-9976

808 Robertson St.  
Box 5200  
**Kenora** P9N 3X9  
807-468-2815 Mining Recorder  
807-468-2813  
Fax 807-468-2823 Mining Recorder  
(Resident Geologist, Drill Core Library)

**Northwestern Regional Office**

101 Chipman St.  
P. O. Box 5230  
**Kenora** P9N 3X9  
807-468-2916  
Fax 807-468-2930

**4 Government Rd. E.**

**Kirkland Lake** P2N 1A2  
705-567-9242 Mining Recorder  
705-567-5242 Resident Geologist  
Fax 705-567-5621 Mining Recorder

Box 5463

659 Exeter Rd.

**London** N6A 4L6  
519-661-2774 Resident Geologist  
Fax 519-661-2819

**Southern Regional Office**

Macdonald Block, Rm. M2-17  
**Queen's Park, Toronto** M7A 1C3  
416-314-3805  
416-314-3780 Mining Recorder  
Fax 416-314-3789

**Ontario Government Bldg.**

Box 324  
**Red Lake** P0V 2M0  
807-727-3284 Mining Recorder  
807-727-3272 Resident Geologist  
Fax 807-727-3553 Mining Recorder

60 Church St.

**Sault Ste. Marie** P6A 3H3  
705-945-6925  
Fax 705-945-6935  
(Mining Recorder, Resident Geologist)

Church St.

**Sault Ste. Marie** P6A 3H3  
705-949-1231 Drill Core Library

Court House Bldg.

Box 3000  
**Sioux Lookout** P0V 2T0  
807-737-2034 Mining Recorder  
807-737-2039 Resident Geologist  
Fax 807-737-1727 Mining Recorder

933 Ramsey Lake Rd.

**Sudbury** P3E 6B5  
705-670-7327 Resident Geologist  
705-670-7319 Mining Recorder  
Fax 705-670-7323 Mining Recorder

Box 129

Junction Hwy. 66 & 112

**Swastika**  
705-642-3294 Drill Core Library  
Swastika, Ontario

435 James St. S.

Box 5000  
**Thunder Bay** P7E 6E3  
807-475-1311 Mining Recorder  
807-475-1331  
Fax 807-475-1112 Mining Recorder  
(Resident Geologist, Drill Core Library)

896 Riverside Dr.

**Timmins** P4N 3W2  
705-360-8370 Drill Core Library  
705-360-8723

**Northeastern Regional Office**

60 Wilson Ave.  
**Timmins** P4N 2S7  
705-360-8300  
Fax 705-264-8723 Mining Recorder  
(Mining Recorder, Resident Geologist)



Old Troy Rd.  
Bag Service 43  
Tweed K0K 3J0  
613-478-3161  
Fax 613-478-2873  
(Resident Geologist, Drill Core Library)

Helen Mine Road  
Box 530  
Wawa P0S 1K0  
705-856-4883 Resident Geologist

#### MINERAL SECTOR ANALYSIS BRANCH

159 Cedar St., 4th Flr.  
Sudbury P3E 6A5  
705-670-7250  
Fax 705-670-7246/7231

Mineral Sector Analysis Branch provides comprehensive policy and planning coordination, program development, evaluation and advisory services to the Mines and Minerals Division.

Office responsibilities include: coordinating the division's program planning, development and evaluation functions; preparing divisional briefing materials; advocating the interests of the mineral sector in government policy development; developing policy and providing coordination on land-use planning issues; coordinating intra-divisional and intergovernmental initiatives, including the Northern Ontario Development Agreement (NODA); developing and publishing comprehensive information on the status and prospects of Ontario's mineral resources sector; assisting in promoting Ontario's mineral potential and supporting the marketing of mineral products, technological expertise and services; promoting a greater understanding of the importance of mining to the Ontario economy.

#### MINING AND LAND MANAGEMENT BRANCH

Willet Green Miller Centre  
933 Ramsey Lake Rd.  
Sudbury P3E 6B5  
705-670-5784  
Fax 705-670-5803

The Mining Lands Program is responsible for coordinating the Provincial Mining Lands Program, and developing policy and legislation regarding **mineral** rights on **Crown lands**. Through the **Mining Act**, this section ensures that mineral rights are acquired and maintained in an orderly and equitable manner, so that the economic and social benefits of mineral production may continue to accrue to Ontario residents. Initial mineral rights are normally acquired through **claim staking**, although the Minister may grant discretionary dispositions such as leases and special **Exploratory Licences of Occupation**. Once specified amounts of exploration or development work have been completed, **leases** are granted; following substantial production, applications for **patents** may be granted.

Eight mining divisions, each administered by a Mining Recorder, co-ordinate field delivery of the program. The Mining Recorder maintains a register of recorded unpatented mining claims, assessment work, and information related to mineral rights, and provides a hearings process for disputes regarding mining claims. The Sudbury office assesses technical submissions for credit toward maintaining claims in good standing.

The Mining Recorders are listed under the Field Organization entry.

The Mineral Development and Mine Site Reclamation programs were established to encourage, promote and facilitate the sustained economic development of the province's mineral resources in an environmentally responsible manner.

These programs have four major challenges: to reinforce Ontario's strong competitive advantage in mineral exploration and development; to assist in Ontario's commitment to the protection of the environment; to advocate for a balanced use of Ontario's resources through provincial land-use planning processes; to ensure public **safety** through the **Abandoned Mines Hazard Program** and appropriate closure of operating **mines**.

Two field offices (Kenora/Timmins) listed under the Field Organization entry, provide mineral development and rehabilitation services.

## ONTARIO GEOLOGICAL SURVEY

Willet Green Miller Centre

933 Ramsey Lake Rd.

Sudbury P3E 6B5

705-670-5757

Fax 705-670-5759

The Ontario Geological Survey provides expert geological advice in order to attract, stimulate, guide and monitor **mineral** exploration and development in an environmentally responsible manner; provides a basis for **land-use planning** and aids in the development of mineral resource policies.

The Sedimentary and Environmental Geology Section, the Precambrian Section, the Mineral Deposits and Field Services Section include: geological, geophysical, and geochemical **surveys**; mineral deposit studies; geochronology studies; and development of new exploration techniques.

These sections include 13 Resident Geologist offices and seven **Drill-Core Libraries** spread across the province from Red Lake in the Northwest to Tweed in the Southeast, in addition to the **Mines and Minerals Information Centre** in Toronto (314-3827). The staff of the Resident Geologist offices are experts on the geology of their individual districts. They attract, encourage and monitor mineral exploration by providing information and consulting services to the mineral exploration industry, to government, and to the public. The valuable drill-core in the Drill-Core Libraries represents an important component of the field services program in providing the critical third dimension to the geology of the province. The Mines and Minerals Information Centre caters to the division's customers in the Toronto area and consists of a publication sales outlet, library, assessment file library, and Mining Lands office (Mining and Land Management Branch).

## NORTHERN DEVELOPMENT DIVISION

70 Foster Dr., Ste. 200  
Sault Ste. Marie P6A 6V8  
705-945-5900

The Northern Development Division is comprised of the Northern Industry Branch, the Northern Regional and Community Development Branch and the Northern Ontario Heritage Fund Corporation. Programs and services are provided through a network of Northern Development Offices in 26 northern communities, three area offices and a Northern Ontario Small business Network consisting of 5 Self-Help Offices staffed by business consultants and 41 kiosks located in municipal economic development offices.

Senior Business Consultant  
Northern Industry Branch  
147 McIntyre St.  
**North Bay** P1B 2Y5  
705-472-9660  
1-800-461-1687 (Toll-free)

Senior Business Consultant  
Northern Industry Branch  
199 Larch St., 4th Flr.  
**Sudbury** P3E 5P9  
705-675-4330  
1-800-461-1196 (Toll-free)

Senior Business Consultant  
Northern Industry Branch  
435 James St. S.  
P. O. Box 5000  
**Thunder Bay** P7C 5G6  
807-475-1647  
1-800-465-5060 (Toll-free)

Senior Business Consultant  
Northern Industry Branch  
273 Third Avenue  
**Timmins** P4N 1E2  
705-264-5393  
1-800-461-9848 (Toll-free)

## ECONOMIC ANALYSIS AND TRANSPORTATION UNIT

159 Cedar St., 4th Flr.  
Sudbury P3E 6A5  
705-670-7145

The unit is responsible for managing the transportation capital and service programs comprising of highway, access and municipal road and airport construction. The unit also provides operational and policy support to the Ontario Northland Transportation Commission. Staff are responsible for providing economic analysis and advisory services involving opportunities identification, issues management and analysis, MEDT liaison, and client services.

## NORTHERN DEVELOPMENT OFFICES

The nearest Northern Development Office can be reached at the offices listed below.

### Northern Development Offices

**Sudbury Area**  
31 Birch St.  
P. O. Box 488  
**Chapleau** P0M 1K0  
705-864-1515

126 Ontario Ave.  
**Elliot Lake** P5A 1Y2  
705-848-7133

Espanola Mall  
Hwy. 6 S.  
P. O. Box 636  
**Espanola** P0P 1C0  
705-869-1532

King & Young Sts.  
P. O. Box 128  
**Mindemoya** P0P 1S0  
705-377-5396

5 Main St.  
P. O. Box 307  
**Moosonee** P0L 1Y0  
705-336-2991  
(Cree language spoken)

70 Church St.  
**Parry Sound** P2A 1Y9  
705-746-4296

#### **Timmins Area**

105 Causley St.  
Blind River Sopping Centre  
Box 760  
**Blind River** P0R 1B0  
705-356-2226

161 Sixth Ave.  
P. O. Box 668  
**Cochrane** P0L 1C0  
705-272-4274

#### **Northern Development Offices**

##### **Northwest Area**

Voyageur Mall  
P. O. Box 940  
**Atikokan** P0T 1C0  
807-597-2701

28A Earl Ave.  
**Dryden** P8N 1K3  
807-223-8500

904 George St.  
P. O. Box 1688  
**Hearst** P0L 1N0  
705-362-4358

260 Main St.  
P. O. Box 460  
**Iroquois Falls** P0K 1G0  
705-232-4001

Model City Mall  
**Kapuskasing** P5N 2E9  
705-335-6008

32 Prospect Ave.  
P. O. Box 100  
**Kirkland Lake** P2N 3M6  
705-567-3291

310 Whitewood Ave.  
P. O. Box 68  
**New Liskeard** P0J 1P0  
705-647-7391

147 McIntyre St. W.  
**North Bay** P1B 2Y5  
705-494-4045

191 Main St.  
P. O. Box 1930  
**Sturgeon Falls** P0H 2G0  
705-753-2900

27 Gold St.  
P. O. Box 1370  
**Wawa** P0S 1K0  
705-856-2354

529 Mowat Ave.  
**Fort Frances** P9A 1Z1  
807-274-5329

305 Main St.  
P. O. Box 69  
**Geraldton** P0T 1M0  
807-854-0266



100 Main St.  
P. O. Box 196  
**Ignace** P0T 1T0  
807-934-2260

12 Main St. S.  
P. O. Box 5050  
**Kenora** P9N 3X9  
807-468-2803

Maniton Rd.  
P. O. Box 1168  
**Manitouwadge** P0T 2C0  
807-826-3227

2 Stevens Ave.  
P. O. Box 280  
**Marathon** P0T 2E0  
807-229-1153

6 Front St.  
P. O. Box 8  
**Nipigon** P0T 2J0  
807-887-3230  
(Mon-Fri 10-30)

408 Atwood Ave.  
P. O. Box 430  
**Rainy River** P0W 1L0  
807-852-3287

227 Howey St.  
P. O. Box 950  
**Red Lake** P0V 2M0  
807-727-2870

42 King St.  
P. O. Box 147  
**Sioux Lookout** P8T 1A2  
807-737-1318

428 E. Victoria Ave.  
**Thunder Bay** P7C 1A5  
807-475-1425

#### NORTHERN INDUSTRY BRANCH

70 Foster Dr., Ste. 200  
Sault Ste. Marie P6A 6V8  
705-945-5900

On a planned basis and in response to regional needs, this branch supports the growth and competitiveness of the Northern Ontario private sector by: assisting the development of entrepreneurship and the growth of small **business**; encouraging industrial **investment**; and strengthening industry's international competitiveness thereby enhancing employment opportunities and increasing revenue in the province.

#### NORTHERN REGIONAL AND COMMUNITY DEVELOPMENT BRANCH

159 Cedar St., 4th Flr.  
Sudbury P3E 6A5  
705-670-7051

Regional and Community Development offices are located in Sudbury, Sault Ste. Marie, Timmins, Thunder Bay and Kenora. These offices work with northern communities and other government agencies in planning and implementing development strategies which respond to local and regional needs throughout **Northern Ontario**.

Operationally, these offices focus on three main areas of interest: Northern regional and community economic development, Northern **transportation** development and Northern **community services** development.

Regional **economic** development is stimulated through research, strengthening of industrial activity and selected financial contributions in support of resource development, economic diversification and industrial restructuring.

Community economic development is spearheaded through the Ministry's lead role in co-ordinating the northern delivery of the **jobsOntario Community Action Program**. Financial assistance and professional staff support for both operational and capital projects are available to assist a full range of community agencies and groups.

The Ministry's **Municipal Economic Development Agency (MEDA)** program offers financial assistance to mid-sized municipalities and First Nations tribal councils for the establishment and operation of locally managed economic development offices.

**Financial assistance** is also available for communities which wish to upgrade or expand community facilities such as water and sewer infrastructure.

Special assistance is available to communities undergoing severe economic dislocation or unusually rapid growth.

In addition, the Ministry implements the **Unincorporated Communities Capital Assistance Program (UCCAP)**, and the **Small Communities Improvement Program (SCIP)**.

The **Northern Roads Program** establishes priorities and provides capital funding to the Ministry of Transportation for ongoing rehabilitation and selective expansion and improvement of the northern highway system. Construction of new roads to facilitate economic development is funded through the **Northern Priority Roads Program**. The **Northern Ontario Resources Transportation Committee (NORTC)** assists the private sector in providing access for resource-based enterprises, and develops Ontario's winter road and trail program to access remote First Nations communities. Capital funding is provided to the Ministry of Natural Resources through the **Resources Access Roads Program** to construct forest access roads. The **Municipal Roads Program** provides funding to municipalities for the construction of local roads. The **Remote Airport Program** sets priorities and offers full funding to the Ministry of Transportation for capital construction and upgrading of airports for First Nations communities lacking all-weather road access. The **Community Airport Program** furnishes capital funding to assist Northern communities with the development of municipal airports. Northern rail, ferry and air services are provided by the Ministry of Northern Development and Mines through its agent, the Ontario Northland Transportation Commission.

The Ministry contributes funds for a broad range of social and **health** services, such as capital assistance for medical and **dental** clinics, as well as **bursaries** for students of selected health and social services disciplines.

The Ministry of Northern Development and Mines also takes a keen interest in supporting the quality of life of northern residents by providing for the promotion of the arts and other cultural initiatives through the **Supplementary Northern Assistance Program (SNAP)**.

Northern Regional and Community Development Area and Support Offices:

**Kenora Area Office**

12 Main St. S.

**Kenora** P9N 3X9

807-468-2800

**Sault Ste. Marie Support Office**

421 Bay St., Ste. 301

**Sault Ste. Marie** P6A 1X3

705-942-0100

**Sudbury Area Office**

159 Cedar St., 4th Flr.

**Sudbury** P3E 6A5

705-670-7312

**Thunder Bay Area Office**

435 James St. S.

P. O. Box 5000

**Thunder Bay** P7E 6E3

807-475-1585

**Timmins Area Office**

(Highway 11 Coorod)

60 Wilson Ave.

**Timmins** P4N 2S7

705-267-8455

**PROGRAM DEVELOPMENT UNIT**

159 Cedar St., 4th Flr.

**Sudbury** P3E 6A5

705-670-7141

The unit is responsible for program planning, development, monitoring and evaluation for the Northern Development Division. Staff provide analytical and advisory services to senior management in this Ministry and in other Ministries. The Unit serves as the primary MNDM contact for all Ministries (excluding MTO and MEDT) in the development and evaluation of programs/services and special initiatives.

**AGENCIES**

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). The two agencies of the Ministry of Northern Development and Mines are listed below.

**NORTHERN ONTARIO HERITAGE FUND CORPORATION**

Roberta Bondar Place

70 Foster Dr., Ste. 150

**Sault Ste. Marie** P6A 6U8

1-800-461-8329 (Toll-free)

The Northern Ontario Heritage Fund Corporation (**NOHFC**) has a mandate to: provide assistance to single industry communities experiencing economic disruptions; assist with the development and adoption of new technology; support special projects designed to diversify and strengthen the economic base of Northern Ontario, and help small businesses get started, expand modernize or diversify.

Assistance is available in the form of loan guarantees, loans and grants or combination thereof.

Contact the Corporation's head office, the Sudbury office or any Ministry of Northern Development and Mines office in the appropriate area.

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## ONTARIO NORTHLAND TRANSPORTATION COMMISSION

555 Oak St. E.

North Bay P1B 8L3

705-472-4500

Ontario Northland Transportation Commission (ONTC), a crown agency in the province of Ontario, is responsible to government through the Ministry of Northern Development and Mines. Its goal is to provide **telecommunication** services through **transportation** and telecommunications-**rail, bus, air** and **ferry** marine transportation for both passengers and **freight** and telephone, radio and television telecommunications linking northern communities to one another and to the rest of Ontario and Canada.

Land transportation services consist of rail and bus transport. Rail passenger services include the **Polar Bear Express** between Cochrane and Moosonee, the **Northlander** between North Bay and Cochrane with connector bus service to Timmins and Hearst, and a mixed passenger freight train between Cochrane and Moosonee.

Bus services are regularly scheduled between Toronto, North Bay, Sudbury, Timmins, Hearst, and other locations throughout northern Ontario. Bus charter and tour services are also an active part of this operation.

Rail freight services are provided between North Bay and other points in Northern Ontario ranging from Hearst, Moosonee, Cochrane, North Bay and points between.

The Commission operates the provincially owned airline, **norOntair**, which serves 17 communities in **northern Ontario** and acts as a feeder line for Air Ontario and other connector carriers in northeast and northwest Ontario. **norOntair** participates in an international reservation network system.

The **M.S. Chi-Cheemaun** a passenger, car and truck ferry, is operated by the Owen Sound Transportation Company, Limited, a wholly owned subsidiary of Ontario Northland Transportation Commission, between Tobermory on the Bruce Peninsula and South Baymouth on Manitoulin Island from May through October. The Marine Services Department of the ONTC operates the Chief Commanda II, a cruise **boat**, on Lake Nipissing from spring until fall, and manages a freight and passenger service between Moosonee and Moose Factory Island during the same period.

The ONTC provides the following telecommunications services in Northeastern Ontario including long-distance telephone service, private line voice and data, Datapac, teletype, radio and television transmission, mobile radio, data communication equipment sales and lease and local exchange telephone service. Through the telecommunications Division, the ONTC is also the IBM authorized agent for Northeastern Ontario.

## ONTC

555 Oak St. E.

North Bay P1B 8E3

705-472-4500

(Rail Passenger Services, Bus Services,  
Marine Services, Star Transfer)

## ONTC Telecommunications

555 Oak St. E.

North Bay P1B 8L3

705-472-4500 Ext. 331

Owen Sound Transportation Company  
1155 1st Ave., W.

Owen Sound N4K 5P5

1-800-265-3163 (Toll-free)



Star Transfer Limited  
720 Pine St. S.  
P. O. Box 740  
**Timmins** P4N 7G6  
705-264-2221

Toronto Passenger Sales Office  
Union Station  
65 Front St. W.  
**Toronto** M5J 1E6  
416-965-4268

Toronto Freight Marketing Office  
Union Station  
65 Front St. W.  
**Toronto** M5J 1E6  
416-965-6388

## **ACTS**

### **ACTS**

The Ministry of Northern Development and Mines is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or communications services branch.

Local Services Boards Act  
Mining Act  
Ministry of Northern Development & Mines Act  
Northern Ontario Heritage Fund Act  
Ontario Mineral Exploration Program Act  
Ontario Northland Transportation Commission Act  
Township of Marathon Land Act

## MINISTRY OF THE SOLICITOR GENERAL AND CORRECTIONAL SERVICES

**175 Bloor St. E., Ste. 400, North Tower  
Toronto M4W 3R8**

The Ministry of the Solicitor General and the Ministry of Correctional Services were integrated to form the new Ministry of the Solicitor General and Correctional Services on February 3, 1993.

The Ministry has responsibility for police services, public safety and security, the operation of correctional facilities and the provision of probation and parole services in Ontario.

The Ministry fulfils these functions through the work of the Ontario Provincial Police, the Ontario Civilian Commission on Police Services, the Ontario Police Arbitration Commission, the Centre of Forensic Sciences, the Chief Coroner's Office, the Forensic Pathology Branch, the Office of the Fire Marshal and Emergency Planning Ontario.

It operates provincial correctional facilities for adult male and female offenders through its Correctional Services Division. The division is also responsible for persons aged 16 to 17 held under the Young Offenders Act, persons on remand awaiting trial, sentencing or transfer to federal institutions or being held for immigration hearings or deportation. It provides probation and parole services through its Operations Division.

### DEPUTY MINISTER AND DEPUTY SOLICITOR GENERAL'S OFFICE

#### COMMUNICATIONS BRANCH

**175 Bloor St. E., Ste. 400, North Tower  
Toronto M4W 3R8  
416-326-5000  
Fax 416-326-0498**

The Communications Branch functions as an advisor to senior management in all areas of corporate communications policy and planning. In addition to specialized issues identification and analysis functions, the branch provides a wide range of communications services for all divisions of the Ministry. The branch supports Ministry programs and policies by providing information to the public and the media in English and French through Ministry statements, media releases, speeches, public service announcements and audio-visual education materials. The branch also distributes pamphlets and public information on such topics as neighbourhood watch, victim and witness assistance, crime and fire prevention.

Interviews and media conferences are arranged through the branch for the Solicitor General and Minister of Correctional Services, and senior Ministry officials. Media relations services are provided for all Ministry divisions as well as distribution of Ministry announcement information.

For general information on Ministry programs, telephone 326-5000.

### LEGAL SERVICES BRANCH

North Tower, Ste. 400  
175 Bloor St. E.  
Toronto M4W 3R8  
416-314-3509  
Fax 416-314-3518

The Legal Services Branch counsels the Ministry on the interpretation of statutes and regulations, and the preparation and review of proposed legislation, regulations, contracts and other legal documents. It supplies general legal services such as preparing litigation, settling claims, providing legal opinions, appearing at court hearings, administrative tribunals and inquests. It also acts as legal counsel for the Ontario Board of Parole. The branch is staffed by employees of the Ministry of the Attorney General. A Legal Services Office is also located at 200 First Ave., W., North Bay P1B 9M3 (705-494-3086).

### RACE RELATIONS AND POLICING UNIT

2195 Yonge St., 3rd Flr.  
Toronto M4S 2B2  
416-326-9325  
1-800-668-0373 (Toll-free)  
Fax 416-326-9351

The Race Relations and Policing Unit is responsible for: overseeing and supporting employment equity for Ontario's police services; coordinating the design and delivery of race relations training for Ontario's police services; and the promotion of police/community partnerships and improved relations between police and racial minority and/or aboriginal communities. A Race Relations Policy for Ontario's police services has been developed by the Unit. The Unit is also responsible for training and support for the policy, and provides leadership and support to the ministry in the development and implementation of race relations initiatives.

### STRATEGIC POLICY AND PLANNING DIVISION

25 Grosvenor St., 10th Flr.  
Toronto M7A 1Y6  
416-314-3355  
Fax 416-325-3465

The division provides leadership to the planning function within the Ministry and identifies, for and responds to the policy, financial planning and research needs of the Ministry and its clients. The division also has the lead responsibility for programs in sexual assault, victim services and wife assault.

Corporate Policy Branch coordinates policy development, including development of policy options and analysis, development of cabinet submissions and briefing material and analysis of implications for the Ministry of other ministry submissions. It represents the Ministry on intergovernmental committees, interministerial committees/task forces, staff working groups of cabinet committees as well as providing staff support to the Ministry operations by participating in and providing analysis on cabinet committees and Federal-Provincial issues. It also provides project development and leadership in implementing corporate initiatives.

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Resources Planning provides corporate financial planning, consulting and advisory services, including the preparation of annual estimates and resource allocations. It also provides advice on the efficiency and effectiveness of resources utilization through financial research, analysis and corporate expenditure management.

Research Unit, located at 200 First Ave. W., P.O. Box 4100, North Bay, P1B 9M3, 705-494-3403, FAX 705-494-3420, is responsible for maintaining statistics and executing and supervising all research conducted, provides consultation with respect to evaluation and research issues within the Ministry and supervises external consultants. It is also responsible for the collection, reconciliation and aggregation of a wide range of operational data from responding to requests for statistics from both within and outside the Ministry as well as preparing custom reports and presentations.

Community Initiatives Unit, located at 2 Carlton St., 18th Flr., Ste. 1817, Toronto, Ontario, M5B 1J3, is responsible for the Ministry's program activities in the areas of sexual assault, Victim Assistance Services and wife assault. In particular, it is responsible for the funding and development of rape crisis/sexual assault centres; the development and provision of Victim Assistance Services, including Victim Crisis Assistance and Referral Services (VCARS); education and training of primarily police services in relation to the three program areas of responsibility; and the collection of data in relation to wife assault.

Strategic Planning Unit is responsible for integrating the principles and practices of strategic planning for Ministry operations by coordinating the strategic planning process. As well, it supports the strategic focus of the Ministry and its divisions by ensuring that the necessary processes are in place and environmental information is provided.

## **ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES DIVISION**

### **CORPORATE SERVICES DIVISION**

200 First Ave. W.  
North Bay P1B 9M3  
705-494-3003  
Fax 705-494-3004

To provide leadership and support services in the areas of human resources management, financial and administrative services, employment equity, operational review, staff training and development, and freedom of information and protection of privacy.

To ensure, for the Deputy Minister and senior program managers, that the controllership function of the ministry is adequately performed.

### **BELL CAIRN STAFF DEVELOPMENT CENTRE**

467 Beach Blvd.  
Hamilton L8H 6W8  
905-548-5000  
Fax 905-548-5001

Bell Cairn Staff Development Centre provides training and development programs for all Ministry staff, and some training for private correctional agencies under contract to the Ministry. This includes basic training for correctional, probation and parole officers, in



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## 500 MINISTRY OF THE SOLICITOR GENERAL AND CORRECTIONAL SERVICES

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addition to a wide range of professional development and management training programs. The centre has produced variety of training materials and guide books which are available to training personnel from other ministries.

### EMPLOYMENT EQUITY OFFICE

200 First Ave. W.  
North Bay P1B 9M3  
705-494-3065  
Fax 705-494-3085

The Employment Equity Office serves employees of the Ministry, with special emphasis on aboriginals, racial minorities, francophones, persons with disabilities, and women. Additional functions of these offices include monitoring, research, development of opportunities and evaluation strategies and initiatives. Career counselling is provided on an ad hoc basis for employees. Resource information, training seminars, workshops and presentations to interest groups are also available.

### FINANCIAL AND ADMINISTRATIVE SERVICES BRANCH

200 First Ave. W.  
P. O. Box 4100  
North Bay P1B 9M3

The Revenue and Cost Sharing Section (North Bay 705-494-3110) is responsible for the control and reconciling of Ministry revenues and prepares claims under the federal/provincial agreements.

The Payables Section (North Bay 705-494-3120) provides accounting services for all expenditures including accounts payable.

The Administrative Services Section (North Bay 705-494-3170; Toronto 416-325-9230) provides mail, messenger and duplicating services; stationery and printed forms for the Ministry; fleet management; recycling program; stock in stores and fixed assets.

The Purchasing Section (North Bay 705-494-3157; Toronto 416-325-9228) provides the Ministry with purchasing of goods and services.

The Budget and Reconciliation Section (North Bay 705-494-3106) produces and reconciles financial reports for cost centres and senior management summarizing the Ministry's financial position.

The Financial Policies and Procedures Section (North Bay 705-494-3101) develops operating policies, procedures and standards for Ministry financial systems.

The Capital and Accommodation Services Section (North Bay 705-494-3090; Orillia 705-329-6800) provides the Ministry and agencies with coordinating services for buildings, properties, leasing and parking requirements.

The Support Services Section (North Bay 705-494-3103) provides administrative, clerical and technical support services to the director and the branch.

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## HUMAN RESOURCES BRANCH

200 First Ave. W.  
North Bay P1B 9M3  
705-494-3075  
Fax 705-494-3070

The Human Resources Branch administers the total personnel function of the Ministry including personnel services for the Ontario Provincial Police. Services are provided by personnel administrators in the Ministry's head office and at the regional locations listed below. The branch is responsible for the establishment of Ministry personnel policies and procedures, executive development, training and staff development, payroll, administration of appropriate classification and compensation level for Ministry employees, coordination of competitions, staff planning. The branch is responsible for benefits counselling, employee relations committees, interpretation of agreements, discipline process, grievances, OPP Peer Support Program, psychological services, occupational health and safety, chaplaincy services, documentations and rehabilitation programs, attendance records and Management and Employee Assistance Programs. French Language Services for the Ministry is coordinated from this branch. It also serves as a liaison between the Ministry and the Management Board Secretariat, and the Ontario Public Services Employees Union (OPSEU), and the Ontario Provincial Police Association.

The branch operates special employment programs, such as summer youth employment for students. It also works closely with the Ministry's employment equity program.

Uniform Staffing and Development is responsible for uniform recruitment, deployment, staff development, and the promotional process within the OPP; Administrative Support is responsible for civilian and OPP employee records, reception and other administrative functions.

### Human Resources Field Offices

Regional Personnel  
Administrator (R.P.A.)  
Southern Region  
300 The East Mall, Ste. 220  
**Etobicoke** M9B 6B7  
416-314-0520

Area Personnel  
Administrator (A.P.A.)  
Eastern Region  
1055 Princess St., Ste. 404  
**Kingston** K7L 1H3  
613-545-4593

Regional Personnel  
Administrator (R.P.A.)  
Western Region  
80 Dundas St., 1st Flr.  
Box 5600, Terminal "A"  
**London** N6A 2P3  
519-675-7765

Orillia Office  
50 Andrew St. S.  
**Orillia** L3V 7T5  
705-329-6600  
Fax 705-329-6611

Regional Personnel  
Administrator (R.P.A.)  
Peterborough Region (Eastern)  
223 Alymer St. N., Ste. 02  
**Peterborough** K9J 3K3  
705-748-4281

Regional Personnel  
Administrator (R.P.A.)  
Northern Region  
957 Cambrian Heights Dr., 2nd Flr.  
**Sudbury P3C 5M6**  
705-675-4321

Grievance and Administration  
101 Bloor St. W., Ste 701  
**Toronto M5S 2Z7**  
416-327-0471  
Fax 416-327-0472

**HUMAN RESOURCES BRANCH**  
**FRENCH LANGUAGE SERVICES COORDINATOR**  
200 First Ave. W.  
North Bay P1B 9M3  
705-494-3061  
Fax 705-494-3070

The **French Language Services** Coordinator advises the Deputy Minister and management of the effective provision of French language services within Ministry programs and activities. The Coordinator also formulates policy proposals and implementation plans to meet the requirements of the French Language Services Act.

This office coordinates French language training and evaluation of Ministry staff. It liaises with the Office of Francophone Affairs and francophone associations in order to keep the Ministry informed of Franco-Ontarian community needs.

**OPERATIONAL REVIEW BRANCH**  
200 First Ave. W.  
North Bay P1B 9M3  
705-494-3430  
Fax 705-494-3440

The branch consists of three sections: Operational Review; Audit, and Program Review and Investigations.

The Operational Review and Audit sections conduct reviews of Ministry management and program delivery practices, and undertakes financial, and administrative audits. They also examine security in Ministry operations.

The Program Review and Investigations section is responsible for operational reviews of O.P.P. detachments, and conducts investigations of major incidents involving Ministry staff or offenders.

Investigations and Security Unit  
115 McLaughlin Rd. S.  
**Brampton L6Y 2C8**  
905-874-4022  
Fax 905-874-4026

Cottage O  
Huron Regional Centre  
Memorial Ave.  
**Orillia L3V 7T5**  
705-329-6740  
Fax 705-329-6808

## **ASSISTANT DEPUTY MINISTER - CORRECTIONAL SERVICES DIVISION**

### **CORRECTIONAL SERVICES DIVISION**

101 Bloor St. W., 7th Flr.  
Toronto M5S 2Z7  
416-327-9914  
Fax 416-327-0478

The Correctional Services Division is headed by an Assistant Deputy Minister with field operations administered by four regional offices located throughout the province. The Correctional Services Division provides management, professional and consultative services to both institutional and community correctional programs for adult and young offenders. As part of its commitment to community corrections, it contracts with private community agencies to provide resource centres for selected adult offenders and open custody and detention for young offenders.

Ministry operations include administration of Ontario's 50 correctional institutions, 18 young offender secure detention and secure custody facilities, and a network of probation and parole services for both adult and young offenders in 131 locations throughout the province. Correctional institutions include jails, detention centres, correctional centres and treatment centres for adult and young offenders. The Ministry currently operates two minimum security camps. One provides adult offenders with exposure to farming and forestry and the other is for young offenders.

Jails and detention centres provide short-term, secure custody for persons awaiting trial or sentencing, being held for immigration hearings or deportation, serving relatively short or intermittent sentences and awaiting transfer to other Ontario correctional institutions and federal institutions. Programs are directed to the relatively short-term needs of offenders and focus primarily on basic educational upgrading and life skills.

Correctional centres provide a variety of programs for longer term offenders in minimum, medium or maximum security settings. Specialized programs are available at the Ontario Correctional Institute and Vanier Centre for Women (Brampton), the Guelph Assessment and Treatment Unit (Guelph Correctional Centre), the Millbrook Correctional Centre, the Rideau Treatment Centre (Rideau Correctional Centre) in Eastern Ontario and the Northern Treatment Centre in Sault Ste. Marie, in the areas of assesment, treatment and research.

Probation and parole officers work closely with all courts of criminal jurisdiction in Ontario and with the Ontario Board of Parole. Probation and parole staff supply pre-sentence, predisposition and progress reports to judges, pre-parole reports to the Ontario Board of Parole; and supervision and assistance to probationers, offenders on parole, young offenders, and former offenders who need assistance after release from correctional institutions. Staff offer counselling and guidance in life skills, alcohol and substance abuse, job search techniques, stress management and interpersonal skills.



**EASTERN REGION****Institutions**

Brockville Jail  
10 Wall St.

**Brockville** K6V 4R9  
613-342-1456  
Fax 613-342-0962

Brookside Youth Centre  
390 King St. E.  
Box 159  
**Cobourg** K9A 4K6  
905-372-5451  
Fax 905-372-7788

Cobourg Jail  
77 Albert St.  
**Cobourg** K9A 2P9  
905-372-2125  
Fax 905-372-7795

Cornwall Jail  
7 Water St. W.  
Box 1418  
**Cornwall** K6H 5V5  
613-932-5720  
Fax 613-932-9461

L'Orignal Jail  
1023 Queen St.  
Box 345  
**L'Orignal** K0B 1K0  
613-375-4644  
Fax 613-675-2359

Lindsay Jail  
50 Victoria Ave. N.  
**Lindsay** K9V 4G3  
705-324-3792  
Fax 705-328-1656

Rideau Correctional and Treatment Centre  
R. R. 3  
**Merrickville** K0G 1N0  
613-269-4771  
Fax 613-269-3583

Millbrook Correctional Centre  
706 County Rd.  
Box 300  
**Millbrook** K0A 1G0  
705-932-2624  
Fax 705-932-2962  
Fax 705-932-2081

Quinte Detention Centre  
89 Richmond Blvd.  
Postal Bag 3060  
**Napanee** K7R 3S1  
613-354-9701  
Fax 613-354-9114

Ottawa-Carleton Detention Centre  
2244 Innes Rd.  
**Ottawa** K1B 4C4  
613-824-6080  
Fax 613-824-1297

Pembroke Jail  
297 Pembroke St. E.  
**Pembroke** K8A 3K2  
613-735-0647  
Fax 613-735-2741

Perth Jail  
62 Beckwith St. E.  
**Perth** K7H 1B9  
613-267-4303  
Fax 613-267-4083

Peterborough Jail  
Sheridan & Brock Sts.  
Box 1480  
**Peterborough** K9J 7H7  
705-745-1982  
Fax 705-745-1993

**Probation and Parole Offices**

5 Fairway Blvd.  
Box 1852  
**Bancroft** K0L 1C0  
613-332-4040

180 Front St.  
**Belleville** K8N 2Y7  
 613-968-5737  
 Fax 613-966-7951

75 Water St. W.  
**Brockville** K7V 3L7  
 613-345-3061  
 Fax 613-342-5697

Victoria Hall  
 55 King St. W.  
**Cobourg** K9A 2M2  
 905-372-8739  
 Fax 905-372-0764

502 Pitt St., Ste. 201  
**Cornwall** K6J 3R5  
 613-933-6335  
 Fax 613-938-5052

767 Notre Dame St., 2nd Flr., Ste. 37  
**Embrun** K0A 1W1  
 613-443-2029

692A Main St. E.  
**Hawkesbury** K6A 1B4  
 613-632-5911  
 Fax 613-632-8963  
 (sub-office of Cornwall)

265-B Concession St.  
**Kingston** K7K 2B7  
 613-548-6777  
 Fax 613-548-6782

322 Kent St. W.  
 P. O. Box 7000  
**Lindsay** K9V 5E5  
 705-324-5621  
 Fax 705-324-5173

18 Market Sq.  
**Napanee** K7R 1J3  
 613-354-2125  
 Fax 613-354-0305

161 Elgin St., Rm. 1004  
 Court Office  
**Ottawa** K2P 2J4  
 613-239-1300  
 Fax 613-239-1120

161 Elgin St., Rm. 3211  
**Ottawa** K2P 2J4  
 613-239-1119  
 Fax 613-239-1120

2450 Lancaster Rd., Unit 20  
**Ottawa** K1B 5N3  
 613-523-4985  
 Fax 613-523-1096

2730 Iris St.  
**Ottawa** K2C 1E4  
 613-820-9460  
 Fax 613-820-4909

100 Pembroke St. E., Lover Level 1  
**Pembroke** K8A 8A3  
 613-735-6809  
 Fax 613-735-7082

223 Aylmer St. N., Ste. 2  
**Peterborough** K9J 3K3  
 705-745-1929  
 Fax 705-745-1973

333 Main St.  
 P. O. Box 1410  
**Picton** K0K 2T0  
 613-476-7917  
 Fax 613-476-8183

38 Walton St., Ste. 2  
**Port Hope** L1A 1N1  
 905-885-4581  
 Fax 905-885-7710

268 Raglan St. S.  
**Renfrew** K7V 1R4  
 613-432-2546  
 Fax 613-432-8983  
 (sub-office of Brockville)

13 Russell St. E.  
**Smiths Falls** K7A 1E7  
613-283-5663  
Fax 613-284-0349  
  
80 Division St., Ste. 10  
**Trenton** K8V 5S5  
613-392-6549  
Fax 613-392-7940

## **NORTHERN REGION**

### **Institutions**

**Barrie Jail**  
87 Mulcaster St.  
Box 224  
**Barrie** L4M 4T2  
705-739-6613  
Fax 705-739-6617  
  
**Fort Frances Jail**  
310 Nelson St.  
Box 189  
**Fort Frances** P9A 3M6  
807-274-7708  
Fax 807-274-3304  
  
**Haileybury Jail**  
407 Main St.  
Box 578  
**Haileybury** P0J 1K0  
705-672-3701  
Fax 705-672-3187  
  
**Kenora Jail**  
1430 River St.  
**Kenora** P9N 1K5  
807-468-2871  
Fax 807-468-2876  
  
**Dufferin Youth Centre**  
R.R. 2  
**Lisle** L0M 1M0  
705-435-6190  
Fax 705-435-2573

### **Regional Office**

**Regional Office**  
Ontario Government Bldg.  
1055 Princess St., Ste. 404  
**Kingston** K7L 1H3  
613-545-4580  
Fax 613-545-1698

**Camp Hillsdale**  
(Satellite Barrie Jail)  
R.R. 1  
**Midland** L4R 4K3  
705-835-3544  
  
**Monteith Complex**  
Junction Hwy. 11 & 577  
Box 90  
**Monteith** P0K 1P0  
705-232-4092  
Fax 705-232-4530

**North Bay Jail**  
2550 Trout Lake Rd.  
**North Bay** P1B 7S7  
705-472-8115  
Fax 705-472-3803

**Parry Sound Jail**  
91-A James St.  
**Parry Sound** P2A 1T7  
705-746-6218  
Fax 705-746-5255

**Northern Treatment Centre**  
800 Great Northern Rd.  
**Sault Ste. Marie** P6A 6N3  
705-946-0995  
Fax 705-946-2929

**Sault Ste. Marie Jail**  
145 McNabb St.  
Box 340  
**Sault Ste. Marie** P6A 5L8  
705-254-6817  
Fax 705-942-9773

**Cecil Facer Youth Centre**  
 Box 850, Station "B"  
**Sudbury P3E 4S3**  
 705-522-1250  
 Fax 705-522-6017

**Sudbury Jail**  
 181 Elm St. W.  
**Sudbury P3C 1T8**  
 705-675-4150  
 Fax 705-671-2976

**Thunder Bay Correctional Centre**  
 Hwy. 61 S.  
 Box 1900  
**Thunder Bay P7C 4Y4**  
 807-475-8401  
 Fax 807-475-9240

**Thunder Bay Jail**  
 285 McDougall St.  
 Box 2806  
**Thunder Bay P7B 5G3**  
 807-345-7364  
 Fax 807-345-0390

#### **Probation and Parole Offices**

227 Victoria St. E., Ste. 208  
 P.O. Box 1329  
**Alliston L9R 1T3**  
 705-435-4352  
 Fax 705-435-2276

120 Marks St.  
 P. O. Box 988  
**Atikokan P0T 1C0**  
 807-597-6212  
 Fax 807-597-5225

114 Worsley St.  
**Barrie L4M 1M1**  
 705-739-6480  
 Fax 705-739-6483

19 Monck Rd., Ste. 202  
 Box 1872  
**Bracebridge P1L 1V8**  
 705-645-8768  
 Fax 705-645-7608  
 (sub-office of Orillia)

Birch & Lorne Sts.  
 Federal Bldg.  
 P. O. Box 419  
**Chapleau P0M 1K0**  
 705-864-1230  
 Fax 705-864-2271

District Court House  
 86 6th Ave.  
 P. O. Box 1119  
**Cochrane P0L 1C0**  
 705-272-4348  
 Fax 705-272-3010

150 St. Paul St.  
**Collingwood L9Y 3P2**  
 705-445-3110  
 Fax 705-445-9336

Ontario Government Bldg.  
 Government Rd., 1st Flr.  
 P. O. Box 787  
**Dryden P8N 2Z4**  
 807-223-3356  
 Fax 807-223-3361

16 Philip Walk  
**Elliot Lake P5A 2S6**  
 705-848-7091  
 Fax 705-848-4670

456 Centre St.  
 Box 1090  
**Espanola P0P 1C0**  
 705-869-2882  
 Fax 705-869-4041

General Delivery  
**Fort Albany P0L 1H0**  
 705-278-1080  
 Fax 705-278-1113  
 (sub-office of Cochrane)



340 Scott St., 2nd Flr.  
**Fort Frances** P9A 1G9  
807-274-7743  
Fax 807-274-9442

305 Main St.  
P. O. Box 1119  
**Geraldton** P0T 1M0  
807-854-1774  
Fax 807-854-1623

District Court House  
393 Main St., Court House  
P.O. Box 624  
**Haileybury** P0J 1K0  
705-672-3397  
Fax 705-672-5498

904 George St.  
P.O. Box 2349  
**Hearst** P0L 1N0  
705-362-7770  
Fax 705-372-1685

36 Chaffey St.  
**Huntsville** P0A 1K0  
705-789-4467  
Fax 705-789-0722  
(sub-office of Orillia)

311 Ambridge Dr.  
P. O. Box 908  
**Iroquois Falls** P0K 1G0  
705-232-5111  
Fax 705-232-6440

46 Queen St.  
P. O. Box 295  
**Kapuskasing** P5N 2Y4  
705-335-6116  
Fax 705-335-8703

136 Main St. S., 2nd Flr.  
**Kenora** P9N 1S9  
807-468-2857  
Fax 807-468-2863

6 Tweedsmuir Ave., 3rd Flr.  
**Kirkland Lake** P2N 1H9  
705-567-9396  
Fax 705-567-6733

1 Arthur St.  
P.O. Box 189  
**Manitowaning** P0P 1N0  
705-859-3184  
Fax 705-859-2051

Peninsula Square  
16 Front St.  
P.O. Box 759  
**Marathon** P0T 2E0  
807-229-2407  
Fax 807-229-2504

305 Midland Ave., Gr. Flr.  
**Midland** L4R 3K5  
705-526-3715  
Fax 705-526-3086  
(sub-office of Orillia)

21 First St.  
P.O. Box 487  
**Moosonee** P0L 1Y0  
705-336-2270  
Fax 705-336-2761

195 First Ave. W.  
**North Bay** P1B 3B8  
705-495-3887  
Fax 705-495-3887

19 Front St. N.  
**Orillia** L3V 4R6  
705-329-6010  
Fax 705-329-6015

72 Church St.  
**Parry Sound** P2A 1Y9  
705-746-5809  
705-746-8796

115 Howey St.  
P.O. Box 845  
**Red Lake** P0V 2M0  
807-727-2846  
Fax 807-727-2928

477 Queen St. E.  
P.O. Box 115  
**Sault Ste. Marie** P6A 5L2  
705-253-1182  
Fax 705-945-6793

63 King St.  
P.O. Box 251  
**Sioux Lookout** P0V 2T0  
807-737-3311/6  
Fax 807-737-1636  
(sub-office of Fort Francis)

94 King St., Rm. 207  
P.O. Box 338  
**Sturgeon Falls** P0H 2G0  
705-753-1282  
Fax 705-753-0761

199 Larch St., 4th Flr.  
**Sudbury** P3E 5P9  
705-675-4314  
Fax 705-671-2978

## **SOUTHERN REGION**

### **Court Locations/Probation and Parole Offices**

132 Church St., 2nd Flr.  
**Bowmanville** L1C 1T5  
905-623-1741  
Fax 905-623-1442  
(sub-office of Oshawa)

**Brampton Centre**  
400 Queen St. W., Gr. Flr., Ste. 100  
**Brampton** L6X 1B3  
905-450-3744  
Fax 905-452-8511

**Brampton East**  
155 Clark Blvd. W., Unit 15  
**Brampton** L6T 4G6  
905-450-3722  
Fax 905-452-6131

107 Johnson Ave., 2nd Flr.  
**Thunder Bay** P7B 2V9  
807-343-7521  
Fax 807-343-7528

1265 East Arthur St., 7th Flr.  
**Thunder Bay** P7E 6E7  
807-473-3063  
Fax 807-473-3071

101 Mall, Ste. 139  
38 Pine St. N.  
**Timmins** P4N 6K6  
705-264-5218  
Fax 705-360-2003

### **Regional Office**

Regional Office  
957 Cambrian Heights Dr., 2nd Flr.  
**Sudbury** P3C 5M6

920 Brant St., Unit 7  
**Burlington** L7R 4J1  
905-637-3457  
Fax 905-637-0409

1000 Finch Ave. W.  
North York Court  
**Downsview** M3J 2V5  
416-314-0184  
Fax 416-314-0182

232 Guelph St., Ste. 103  
**Georgetown** L7G 4B1  
905-877-2268  
Fax 905-877-5793

**Georgina Community Resource Centre**  
213 Queensway St.  
**Keswick** L4P 2A3  
905-476-4331

55 Ontario St., 2nd Flr., Ste. 31

Milton Mall

**Milton** L9T 2M3

905-878-7259

Fax 905-875-1066

Mississauga

3050 Confederation Parkway, Ste. 301

**Mississauga** L5B 3Z6

905-279-7600

Fax 905-279-7650

390 Davis Dr., Ste. 203

**Newmarket** L3Y 7T8

905-898-5542

50 Eagle St. W., Ste. 2087 C.L.O.

**Newmarket** L3Y 6B1

905-895-5920

Fax 905-853-2510

122 Lakeshore Rd. E., Ste. 200

**Oakville** L6J 1H3

905-845-8571

Fax 905-845-0516

70 First St., Ste. 202

**Orangeville** L9W 2E5

519-941-4622

Fax 519-941-5634

242 King St. E.

Oshawa Court

**Oshawa** L1H 3Z8

905-723-5251

40 King St. W., Ste. 610

**Oshawa** L1H 1A4

905-571-3774

Fax 905-436-6882

The Pickering Corporate Centre

1305 Pickering Parkway, Ste. 416

**Pickering** L1V 3P2

905-831-2600

Fax 905-420-5720

169 North St., Ste. 4

**Port Perry** L9L 1B7

905-985-9794

Fax 905-985-0644

1911 Eglinton Ave. E.

Scarborough Court

**Scarborough** M1L 4P4

416-325-0312

Fax 416-325-0315

8185 Yonge St., Ste. 212

**Thornhill** L3T 2C6

905-731-3061

Fax 905-764-1255

361 University Ave., Rm. 7015

County Court House

**Toronto** M5G 1T3

416-327-5438

444 Yonge St., 2nd Flr.

College Park Court

**Toronto** M5B 2H4

416-325-0320

Fax 416-325-0322

60 Queen St. W., Rm. 321

Old City Hall Court

**Toronto** M5H 2M4

416-314-9701

Fax 416-314-9706

80 The East Mall

East Mall Court

**Toronto** M8Z 5X1

416-314-0156

Fax 416-253-7405

### **Institutions**

Ontario Correctional Institute

109 McLaughlin Rd. S.

Box 1888

**Brampton** L6V 2P1

905-457-7050

Fax 905-452-8606

Vanier Centre for Women

205 McLaughlin Rd. S.

Box 1150

**Brampton** L6V 2M5

905-459-9100

Fax 905-452-8522

Maplehurst Correctional Centre  
661 Martin St. (Junc. of 401 & 25)  
Box 10  
**Milton** L9T 2Y3  
905-878-8141  
905-878-5006 I.L.O.  
Fax 905-878-1572

Metropolitan Toronto West Detention  
Centre  
111 Disco Rd.  
Box 490  
**Rexdale** M9W 5L6  
416-675-1806  
Fax 416-675-9942

Metropolitan Toronto East Detention  
Centre  
55 Civic Rd.  
**Scarborough** M1L 2K9  
416-750-3513  
Fax 416-752-2787 I.L.O.  
Fax 416-7503345/4748 Records

Mimico Correctional Centre  
130 Horner Ave.  
Box 75, Station "N"  
**Toronto** M8V 3S9  
416-314-9600  
Fax 416-314-9606

Toronto Jail  
550 Gerrard St. E.  
**Toronto** M4M 1X6  
416-325-8600  
Fax 416-325-8616

Whitby Jail  
200 Victoria St. W.  
**Whitby** L1N 6G3  
905-668-7791  
Fax 905-668-8388

#### Probation and Parole Offices

156 Duncan Mill Rd., Unit 7  
**Don Mills** M3B 3N2  
416-391-1955  
Fax 416-391-1961

2065 Finch Ave. W., Ste. 509  
**Downsview** M3N 2V7  
416-314-9531  
Fax 416-314-9599

5233 Dundas St. W., Ste. 302  
**Islington** M9B 1A6  
416-314-0208  
Fax 416-314-0214

1123 Albion Rd., Ste. 206  
**Rexdale** M9V 1A9  
416-314-9294  
Fax 416-314-9299

3211 Danforth Ave.  
**Scarborough** M1L 1B8  
416-327-0480  
Fax 416-281-7732

4125 Lawrence Ave. E., Ste. 101  
**Scarborough** M1E 2S2  
416-750-3590  
Fax 416-281-7732

Scarborough West  
2131 Lawrence Ave. E., Ste. 200  
**Scarborough** M1R 5G4  
416-750-3452  
Fax 416-288-0359

2265 Keele St., 2nd Flr., Ste. 2  
**Toronto** M6M 3Z7  
416-235-4967  
Fax 416-245-6409

27 Roncesvalles Ave., Ste. 206  
**Toronto** M6R 3B2  
416-314-5277  
Fax 416-314-5285

60 Richmond St. E.  
**Toronto** M5C 1N8  
416-325-0317  
Fax 416-325-0318

77 River St., Ste. 100  
**Toronto** M5A 3P1  
416-314-3771  
Fax 416-314-3779



920 Yonge St., Ste. 901  
**Toronto** M4W 3C7  
416-314-9273  
Fax 416-314-9279

## **WESTERN REGION**

### **Institutions**

Brantford Jail  
105 Market St.  
**Brantford** N3T 6A9  
519-752-6578  
Fax 519-752-7461

Burtch Correctional Centre  
R.R. 1, Mount Pleasant  
Box 940  
**Brantford** N3T 5T3  
519-484-2461  
Fax 519-484-2587

Waterloo Detention Centre  
182 Hespeler Rd.  
Box 307  
**Cambridge** N1R 5V2  
519-621-9710  
Fax 519-621-0187

Chatham Jail  
17 Seventh St.  
**Chatham** N7M 4J9  
519-353-0150  
Fax 519-351-3578

Bluewater Youth Centre  
Highway 21 S.  
Box 71  
**Goderich** N7A 3Y8  
519-822-0020  
Fax 519-524-6933

Guelph Correctional Centre  
785 York Rd.  
Box 3600  
**Guelph** N1H 6P3  
519-822-0020  
Fax 519-763-6586

### **Regional Office**

Regional Office  
300 The East Mall, Ste. 220  
**Etobicoke** M9B 6B7  
416-314-0520  
Fax 416-314-0527

Wellington Detention Centre  
588 Stone Rd. E.  
Box 870  
**Guelph** N1H 6M6  
519-837-2400  
Fax 519-837-3548

Hamilton-Wentworth Detention Centre  
165 Barton St. E.  
**Hamilton** L8L 2W6  
905-523-8800  
Fax 905-529-0977

Elgin-Middlesex Detention Centre  
711 Exeter Rd.  
**London** N6E 1L3  
519-686-1922  
Fax 519-686-5265

Owen Sound Jail  
1237 Third Ave. E.  
Box 517  
**Owen Sound** N4K 5R1  
519-376-0435  
Fax 519-376-7927

Sarnia Jail  
700 North Cristina St.  
**Sarnia** N7V 3C2  
519-337-3261  
Fax 519-336-6505

Sprucedale Youth Centre  
660 Ireland Rd.  
P.O. Box 606  
**Simcoe** N3Y 4L8  
519-426-3561  
Fax 519-428-1407

Stratford Jail  
30 St. Andrew St.  
**Stratford** N5A 1A3  
519-271-2180  
Fax 519-273-1938

Niagara Detention Centre  
Hwy. 58  
Box 1050  
**Thorold** L2V 4A6  
905-227-6321  
Fax 905-227-0032

Walkerton Jail  
209 Cayley St.  
Box 429  
**Walkerton** N0G 2V0  
519-881-3448  
Fax 519-881-2182

2 Wellington St.  
**Wallaceburg** N8A 2X8  
519-627-3397  
Fax 519-627-2692

Windsor Jail  
378 Brock St.  
Box 38  
**Windsor** N9C 3Y6  
519-973-1324  
Fax 519-973-1376

#### Probation and Parole Offices

38 Darling Court, Third Level, Ste. 306  
**Brantford** N3T 6A8  
519-752-6505

Cambridge Place, Unit 21  
73 Water St. N.  
**Cambridge** N1R 7L6  
519-740-5966  
Fax 519-740-5971

45 Munsee St.  
**Cayuga** N0A 1E0  
905-772-3565

26 Fifth St. S., 2nd Flr. Ste. 209  
**Chatham** N7M 4V5  
519-352-1243  
Fax 519-353-2839

Court House  
**Goderich** N7A 1M2  
519-524-2193  
Fax 519-524-8960

36 Wyndham St. S.  
**Guelph** N1H 7J5  
519-837-6306  
Fax 519-837-6311

Hamilton Centre  
Ontario Government Bldg.  
119 King St. W., Ste. 104  
Box 2112  
**Hamilton** L8N 3Z9  
905-521-7527  
Fax 905-521-7507

Hamilton East  
1945 King St. E., Ste. 101  
**Hamilton** L8K 1W2  
905-549-9977  
Fax 905-545-0255

Mountain Office  
1030 Upper James St.  
**Hamilton** L9C 6X6  
905-387-5453  
Fax 905-387-5455

1780 King St. E., Unit 6  
**Kitchener** N2G 2P1  
519-571-6105  
Fax 519-571-6110

617A King St. W.  
**Kitchener** N2G 1C7  
519-578-3070  
Fax 519-578-9016  
(sub-office of Cambridge)

18 Selkirk Ave.  
**Leamington** N8H 1G3  
519-326-9005  
Fax 519-326-6357

231 Dundas St., Ste. 103  
**London** N6A 1X1  
519-661-6631  
Fax 519-661-6636

80 Dundas St., 1st Flr.  
Box 5600, Terminal "A"  
**London** N6A 2P3  
519-679-7120  
Fax 519-679-9352

4701 St. Clair Ave.  
P.O. Box 55  
**Niagara Falls** L2E 6S8  
905-356-1507  
Fax 905-356-0260

1131 Second Ave. E., Ste. 105  
P.O. Box 145  
**Owen Sound** N4K 5P1  
519-376-2236  
Fax 519-376-7937

700 North Christina St.  
**Sarnia** N7V 3C2  
519-337-2365  
Fax 519-332-4616

548 Queensway W.  
P.O. Box 736  
**Simcoe** N3Y 4T2  
519-426-4250  
Fax 519-426-8968

55 King St., 5th Flr., Ste. 504  
**St. Catharines** L2R 3H5  
905-687-8941  
Fax 905-688-2641

198 Talbot St.  
**St. Thomas** N5P 1A9  
519-631-3430  
Fax 519-631-0971

100 St. Patrick St.  
P.O. Box 393  
**Stratford** N5A 6T3  
519-271-5220  
Fax 519-271-6579

12 Colbourne St. S.  
P.O. Box 404  
**Walkerton** N0G 2V0  
519-881-0760  
Fax 519-881-1531

9 Buger St., 2nd Flr.  
**Welland** L3B 2S6  
905-735-1660  
Fax 905-735-5665

880 Ouellette Ave., 5th Flr.  
**Windsor** N9A 1C7  
519-254-3291  
Fax 519-973-1425

40 Wellington St. N.  
**Woodstock** N4S 6P3  
519-539-8175  
Fax 519-539-2928

### **Regional Office**

Regional Office  
80 Dundas St., 1st. Flr.  
P.O. Box 5600, Terminal "A"  
**London** N6A 2P3  
519-675-7757  
Fax 519-679-0699

## INFORMATION MANAGEMENT UNIT

200 First Ave. W.  
P. O. Box 4100  
North Bay P1B 9M3  
705-494-3367  
Fax 705-454-3009

The Information Management Unit coordinates and prepares briefing and tactical response material for the Premier, Minister, Deputy Minister and senior ministry officials on contentious issues. It is also responsible for the coordination, tracking and preparation of Correctional Services Division correspondence and preparation of Information Papers.

## OPERATIONAL SUPPORT AND CO-ORDINATION BRANCH

200 First Ave. W.  
P. O. Box 4100  
North Bay P1B 9M3  
705-494-3327  
Fax 705-454-3364

The branch co-ordinates and provides operational support for the development and implementation of institutional, residential and community correctional programs. This includes the design and development of policies, standards and procedures. Activities monitored and/or co-ordinated include: probation, parole, health care, recreation, industrial programs, substance abuse education, Native services, multi-cultural programs, and family violence initiatives.

Clients include all adults and young offenders sentenced to either a period of incarceration or placed on community supervision.

The branch's six sections are: Adult Community Services, Adult Institutional Services, Young Offender Services, Analysis and Support, Clinical Services, and Offender Classification and Transfer.

## OPERATIONAL SUPPORT AND CO-ORDINATION BRANCH

### ADULT COMMUNITY SERVICES

200 First Ave. W.  
P. O. Box 4100  
North Bay P1B 9M3  
705-494-3380  
Fax 705-454-3364

The Adult Community Services Section develops, reviews and revises policies and procedures for the supervision of adult clients on probation and parole. It also provides co-ordination and consultation to regional and field personnel in the development and operation programs for adult offenders in the community.

Some of the programs/services that this section develops/monitors include: Bail Programs, Adult Diversion, Community Access Programs, Community Service Orders and Multi-cultural/Anti-racism initiatives.

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**OPERATIONAL SUPPORT AND CO-ORDINATION BRANCH  
ADULT INSTITUTIONAL SERVICES**

200 First Ave. W.  
P. O. Box 4100  
North Bay P1B 9M3  
705-494-3370  
Fax 705-454-3364

The Adult Institutional Services Section provides effective policy development and analysis, program development and co-ordination and consultation to regional and field personnel and a wide range of services for adult offenders in Ministry correctional institutions.

Some of the programs/services that this section develops/monitors include: Temporary Absence Programs, Chaplaincy Services, Recreation, Discharge Planning, Library Services, Female Offender Issues, and programs to prevent Violence Against Women. This section also responds to offender telephone calls and inquiries.

**OPERATIONAL SUPPORT AND CO-ORDINATION BRANCH  
ANALYSIS AND SUPPORT SECTION**

200 First Ave. W.  
P. O. Box 4100  
North Bay P1B 9M3  
705-494-3356  
Fax 705-454-3364

The Analysis and Support Section enhances and supports the ministry's operational policy development and program delivery processes through the provision of program review and evaluation, statistical information and analysis, operational planning and contract management. It also provides a sentence advisory and reconciliation function for the division.

It is also responsible for Trilcor Industries which provides work and on-the-job training for inmates in correctional centres. Manufactured products and food products are used in correctional institutions, and are also sold to other ministries, governments or non-profit agencies.

**OPERATIONAL SUPPORT AND CO-ORDINATION BRANCH  
CLINICAL SERVICES**

200 First Ave. W.  
P. O. Box 4100  
North Bay P1B 9M3  
705-494-3329  
Fax 705-494-3364

Clinical Services is a multi-disciplinary team composed of Medical, Dental, Food and Nutrition, Nursing, Pharmaceutical, Psychiatric, Psychological and Social Work Services. It provides consultative, advisory, developmental, communicative, initiating, monitoring and reviewing responsibilities for the ministry in each of the respective professions.

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**OPERATIONAL SUPPORT AND CO-ORDINATION BRANCH  
OFFENDER CLASSIFICATION AND TRANSFER**

185 Judson St., Bldg. "A"  
Toronto M8Z 1A5  
416-255-1388  
Fax 416-255-0227

The Offender Classification and Transfer Section is responsible for the classification and reclassification of adult offenders to correctional settings which most appropriately meet their program and custodial needs. The section also manages penitentiary placement, CPIC authorization, interprovincial and international transfers and provides training, advice and consultation to institutional staff in the classification transfer process.

**OPERATIONAL SUPPORT AND CO-ORDINATION BRANCH  
YOUNG OFFENDER SERVICES**

200 First Ave. W.  
P. O. Box 4100  
North Bay P1B 9M3  
705-494-3340  
Fax 705-494-3364

Young Offender Services develops corporate strategies pertaining to the Young Offenders Act and develops and implements policies and programs to ensure that services delivered to young persons in the care of the ministry are in keeping with the principles of the Act.

**ASSISTANT DEPUTY MINISTER - INFORMATION RESOURCES  
DIVISION**

**INFORMATION RESOURCES DIVISION**

76 College St., 5th Flr.  
Toronto M5G 1L1  
416-326-6947

The Information Resources Division is responsible for the development, implementation and maintenance of information technology solutions to increase the efficiency and effectiveness of the Ministry and the client group it serves, through proper deployment and utilization of information technology resources.

**ASSISTANT DEPUTY MINISTER - POLICING SERVICES DIVISION**

**POLICING SERVICES DIVISION**

25 Grosvenor St., 9th Flr.  
Toronto M7A 2H3  
416-314-3000  
Fax 416-314-3040

The Policing Services Division is responsible for promoting policing excellence through training, the development of professional standards and new programs, and providing an advisory and liaison service to the police community. The adequacy of programs and the

quality of municipal police service in Ontario are monitored through inspections. Law enforcement is assisted by the maintenance of the **Criminal Intelligence Service of Ontario**.

#### ONTARIO POLICE COLLEGE

P. O. Box 1190

Aylmer N5H 2T2

519-773-5501

Fax 519-773-5762

The Ontario Police College provides a complete training program for Ontario **police** services, from probationary constable through supervisory and management levels. Specialized training courses are offered where a need is demonstrated. In addition, the college develops programs to coordinate and complement in-service training undertaken at the individual police service level. Distribution of annual publications (e.g., Calendar of Courses, etc.) is restricted to those police services, agencies, ministries, etc., interested in the training of law enforcement and related enforcement personnel.

#### POLICE SUPPORT PROGRAMS BRANCH

25 Grosvenor St., 9th Flr.

Toronto M7A 2H3

416-314-3000

Fax 416-314-3040

The Police Support Programs Branch consists of two sections: Inspectorate and Advisory Services and Operations Support Services.

The Inspectorate and Advisory Services is primarily involved in the auditing/inspection of **police** services, as well as providing advice on a wide range of issues to **Police Services Boards, Police Associations** and police forces. This section derives its authority and mandate from section 3(2) of the **Police Services Act**.

The Operations Support Services is responsible for the application and control of the **Canadian Police Information Centre (CPIC)** system within the Province. This role involves auditing police forces to ensure compliance with CPIC and Ontario policy, and managing the CPIC network. The section also operates the **Suspension Control Centre**, which maintains driver licence suspension information on CPIC.

#### STANDARDS AND NEW PROGRAMS BRANCH

25 Grosvenor St., 10th Flr.

Toronto M7A 2H3

416-314-3084

Fax 416-314-3092

The Program Development Section, within the branch, provides support to a range of community-based initiatives such as crime prevention, **Reduced Impaired Driving Everywhere RIDE** and community policing.

The Standards Section develops standards relating to operations, administration and equipment for police services in Ontario.

Race relations and policing initiatives are supported by Regional Consultants.

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## ASSISTANT DEPUTY MINISTER - PUBLIC SAFETY DIVISION

### CENTRE OF FORENSIC SCIENCES

25 Grosvenor St., 2nd Flr.  
Toronto M7A 2G8  
416-314-3200

The Centre of Forensic Sciences prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials. The centre also supervises Ontario's breath testing program, acquires and maintains **breathalyzers**, and trains operators (314-3147). A **library** offers **educational** programs and materials for persons and agencies using **forensic science** services.

### CENTRE OF FORENSIC SCIENCES

#### NORTHERN REGIONAL FORENSIC LABORATORY

70 Foster Dr., Ste. 500  
Sault Ste. Marie P6A 6V3  
705-945-6550

The Northern Regional Forensic Laboratory prepares legally admissible evidence for law enforcement officers, attorneys, coroners, etc., by scientific examination of physical objects and materials.

### EMERGENCY PLANNING ONTARIO

27 Carlton St., 5th Flr.  
Toronto M5B 1L2  
416-965-6708  
Fax 416-340-2298

Emergency Planning Ontario is responsible for monitoring, coordinating, and assisting in the formulation and implementation of **emergency** plans throughout Ontario. Activities within the branch are grouped under the two broad general headings of emergency preparedness and emergency response. Emergency preparedness includes the activities of planning, training, public education, and exercises. Emergency response includes the provision of liaison and advice, and procedures for arranging, coordinating and directing personnel, services, equipment or material resources to a major emergency.

The branch assists municipalities and First Nations with the development of emergency plans and other preparedness activities; manages the Provincial **Nuclear** Emergency Plan and the Provincial Emergency Plan; coordinates planning for emergencies assigned as the special responsibility of the Solicitor General; coordinates inter-ministry/agency emergency planning; monitors the emergency plans of other provinces and the federal government; conducts emergency preparedness courses for municipalities, First Nations, and provincial officials; processes applications for attendance at courses conducted at the **Canadian Emergency Preparedness College, Arnprior**; organizes and conducts workshops and seminars; supports the development and conduct of exercises; **publishes** the periodical Emergency Planning News; and conducts public education programmes to enhance emergency preparedness. The Branch also processes applications and claims for funds made available by the federal government for emergency preparedness under the **Joint Emergency Preparedness Program (JEPP)**. The Branch assists with emergency response as required.



**FORENSIC PATHOLOGY BRANCH**

26 Grenville St.  
Toronto M7A 1Y6  
416-314-4040

The Forensic Pathology Branch assists in determining the cause of **death** in unusual circumstances, and in unveiling concealed homicides through **autopsies**, biological and other techniques of **forensic science**. The branch supervises regional pathologists, who are not necessarily employed by the government but are called upon by coroners, when necessary, to perform forensic investigations. Support is provided for pathologists' and law enforcement officers' continuing **education** in legal medicine and investigation of sudden death.

**OFFICE OF THE CHIEF CORONER**

26 Grenville St., 2nd Flr.  
Toronto M7A 2G9  
416-314-4000  
416-314-4100 After Hours  
Fax 416-314-4030

**Coroners** investigate sudden and unexpected **deaths**; inform the public about prevention of similar deaths; order **autopsies** for medicolegal reasons; conduct **inquests**; and sign certificates for **cremation** and for shipment of bodies out of Ontario. The office administers the **Coroners Act** and the **Anatomy Act**, concerning donation of **bodies** for medical education. Adults may give consent by signing the donor section of **driver licences** or a donor card; orally, during last illness in the presence of at least two witnesses; or in writing. The office inspects **schools** of anatomy in Ontario, and supplies them with donated or unclaimed bodies. For information, contact the Office of the Chief Coroner listed above or regional coroners listed below.

Regional Coroner  
19 Monck Rd.  
P. O. Box 10027  
**Bracebridge** P1L 1S5  
705-645-9926  
Fax 705-645-1694  
(Northeastern)

Regional Coroner  
125 Delhi St., Ste. 442  
**Guelph** N1E 4J5  
519-837-6330  
Fax 519-837-6329  
(South Georgian Bay Region)

Regional Coroner  
479 Government Rd.  
P. O. Box 3000  
**Dryden** P8N 3B3  
807-223-6956  
Fax 807-223-2052  
(Northwestern Region)

Regional Coroner  
80 Queen St., Ste. 201  
**Kingston** K7K 6W7  
613-548-6787  
Fax 613-548-6786  
(Eastern Region)

Regional Coroner  
80 Dundas St., Ste. 1-068  
**London N6A 2P3**  
519-675-7689  
Fax 519-675-7691  
(Southwestern Region)

Regional Coroner  
555 George St. N.  
**Peterborough K9H 3S1**  
705-745-9887  
Fax 705-748-5055  
(Central Region)

Regional Coroner  
43 Church St., Ste. 701  
**St. Catharines L2R 7E1**  
905-682-9209  
Fax 905-684-0977  
(Niagara Region)

Metro Toronto Coroners Dispatch Office  
and Morgue  
26 Grenville St.  
**Toronto M7A 2G9**  
416-314-4100  
416-314-4030

Metro Toronto Inquest Courts  
15 Grosvenor St.  
**Toronto M7A 2G9**  
416-314-4200  
Fax 416-314-4030

Regional Coroner  
26 Grenville St.  
**Toronto M7A 2G9**  
416-314-4105  
Fax 416-314-4030  
(Metro Toronto Region)

**OFFICE OF THE FIRE MARSHAL**  
**FINANCE AND ADMINISTRATIVE SERVICES**  
7 Overlea Blvd., 3rd Flr.  
Toronto M4H 1A8  
416-325-3108  
Fax 416-325-3126

Finance and Administrative Services provides financial and general management support services to the Office of the Fire Marshal (OFM). Management and monitoring of budgets for all cost centres within the OFM is coordinated by this unit. It is also responsible for the requisitioning, placement, repair/maintenance and retirement of all OFM **vehicles**, and the management of all related vehicle records.

Other services include general stock and stationery supplies and equipment requisitioning, as well as the provision of mail distribution and shipping facilities.

**OFFICE OF THE FIRE MARSHAL**  
**FIRE ADVISORY**  
7 Overlea Blvd., 5th Flr.  
Toronto M4H 1A8  
416-325-3155  
Fax 416-325-3263

Fire Advisory assists **municipalities** in establishing **fire** departments, conducts fire protection **surveys**, and makes recommendations to municipal councils for improving the standards of fire prevention and fire fighting services. Fire Advisory prepares fire fighting

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equipment specifications; assists fire departments in developing and improving their fire prevention and training programs; and develops and monitors **Northern Ontario** fire protection programs, providing related **statistics**.

Fire Advisory also administers training in hazardous materials and provides advice on response incidents to fire department personnel.

There are 5 regional offices located throughout the province. For service and/or information call:

Central Region  
416-325-3130

Southeast Region  
613-530-2200

Northeast Region  
705-675-4550

Southwest Region  
519-661-6673

Northwest Region  
807-343-4368

#### OFFICE OF THE FIRE MARSHAL FIRE INVESTIGATION

7 Overlea Blvd., 5th Flr.  
Toronto M4H 1A8  
416-325-3155  
Fax 416-325-3263

Fire Investigation investigates the causes of **fires** involving a **death** or large loss, a possibility of **arson**, or a **gaseous** explosion, and assists Crown attorneys and coroners dealing with these matters. Telephone numbers for fire investigators and the areas they serve are listed below.

Central Region  
416-325-3130

Southeast Region  
613-530-2200

Northeast Region  
705-675-4550

Southwest Region  
519-661-6673

Northwest Region  
807-343-4368

#### OFFICE OF THE FIRE MARSHAL FIRE SAFETY AND INSPECTION

7 Overlea Blvd., 5th Flr.  
Toronto M4H 1A8  
416-325-3155  
Fax 416-325-3263

Fire Safety and Inspection provides **fire** safety, inspection and advisory services to a variety of facilities, including **hotels**, **homes for special care**, motion picture **theatres**, **homes for the aged** and **nursing homes**. Not all individual establishments of the types listed are

served by the Office of the Fire Marshal. In addition, an **Inspection and Public Education Assist Program** is provided for volunteer and small composite fire departments. There are 5 regional offices located throughout the province. For information, call:

Central Region  
416-325-3130

Southeast Region  
613-530-2200

Northeast Region  
705-675-4550

Southwest Region  
519-661-6673

Northwest Region  
807-343-4368

#### OFFICE OF THE FIRE MARSHAL ONTARIO FIRE COLLEGE

1495 Muskoka Rd. N.  
P.O. Box 850  
Gravenhurst P1P 1W5  
705-687-2294 General Inquiry  
705-687-2294 Principal  
705-687-3419 Registrar  
1-800-661-2202 (Toll-free) Tutorial Line (Training Instruction Only)  
Fax 705-687-7911

The Ontario Fire College offers in-residence courses of study in fire protection technology to **municipal fire** department officers. Together with Fire Advisory, the College coordinates regional training for municipal fire fighters in the basic skills of fire prevention and fire fighting. Curriculum assistance in the development of fire fighter training programs is offered to fire departments.

#### OFFICE OF THE FIRE MARSHAL OPERATIONAL SUPPORT SYSTEM

7 Overlea Blvd., 3rd Flr.  
Toronto M4H 1A8  
416-325-3152  
Fax 416-325-3119

Operational Support Systems is responsible for coordinating planning, information technology and communications activities for the Office of the Fire Marshal. The unit prepares and distributes a variety of **publications** for use by the Ontario fire service including the **Ontario Fire Service Messenger** and the **Fire Marshals Communiqué**. These and other publications related to **fire** prevention and public education are also available to community groups, corporations, fire departments and interested members of the public.

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**OFFICE OF THE FIRE MARSHAL  
PROGRAM DEVELOPMENT**

7 Overlea Blvd., 3rd Flr.  
Toronto M4H 1A8  
416-325-3153  
Fax 416-325-3162

This section develops, maintains, evaluates and revises programs in public education, **fire** prevention, fire investigation, fire service review, recognition and awards and assigned training programs. It develops procedures and supportive information for use by municipalities and fire departments. The section maintains an inventory of all Office Of the Fire Marshal programs delivered in the field and creates and maintains a communications network to support and provide feedback to the Program Development function. The section conducts research into methods of program planning development, content and delivery, and administers the **fire fighters** accreditation/certification program. Program Development consists of the Fire Investigation Unit (325-3136), Fire Prevention and Public Education Unit (325-3151), and Fire Protection Services Unit (325-3156).

**OFFICE OF THE FIRE MARSHAL  
RESEARCH AND STANDARDS**

7 Overlea Blvd., 3rd Flr.  
Toronto M4H 1A8  
416-325-3200  
Fax 416-325-3213

Research and Standards provides technical support in the investigation of fires, and **research** aimed at determining causes of fire. This section issues **licences** to installers of **lightning rods** and inspects installations; advises ministries and agencies on, and participates in the development of **fire** legislating standards; assesses results of product tests for fire **safety**; and approves plans for government-funded **buildings**, including institutions and **hotels**. Activities include administering the **Fire Code Commission** and **Ontario Fire Code Regulation 67/87**, made under the Fire Marshals Act, and advising the public, architects, engineers and municipal officials, including fire departments, on fire prevention.

The section is also responsible for monitoring information on the location of licensed users of **radioactive** material in Ontario.

Research and Standards is also responsible for statistical services which compiles information from approximately fifteen thousand occurrence reports, comprised of fire, vehicle, response and casualty records, received each month from all the fire departments in Ontario. The information is keyed and transmitted on a monthly basis to a central **computer** system which provides **statistical** and investigative information to fire investigators, insurance companies, other government agencies, news media, private companies and all fire departments in Ontario. The data is also used to compile "**Fire Losses in Ontario**", **published** annually.

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**ONTARIO PROVINCIAL POLICE COMMISSIONER'S OFFICE**

**MEDIA RELATIONS BRANCH**

90 Harbour St.  
Toronto M7A 2S1  
416-965-3900

Media Relations Branch provides media outlets with a contact point for inquiries and information on the Ontario Provincial **Police**. It issues news releases, arranges news conferences and liaises between OPP members and the media. The branch also designs programs for better communication with the media, advises senior OPP management on media issues, and formulates media training sessions for members. The OPP Review magazine, intended for in-house distribution, is produced by this branch.

**ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD OPERATIONS**

**FIELD COORDINATION BRANCH**

Huronian Regional Centre, Cottage "O"  
Memorial Ave.  
Orillia L3V 6H1  
705-329-6140

Mailing Address:  
90 Harbour St.  
Toronto M2A 2S1

The Field Coordination Branch provides coordination and liaison for the Field Operations Division and 16 districts. The branch consists of two sections, Emergency Response Section and Operations Section; and three units; Financial Unit, Research and Analysis Unit and Special Events Unit.

**ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD OPERATIONS**

**FIELD COORDINATION BRANCH**

**EMERGENCY RESPONSE SECTION**

Huronian Regional Centre, Cottage "O"  
Memorial Ave.  
Orillia L3V 6H1  
705-329-6100

Mailing Address:  
90 Harbour St.  
Toronto M2A 2S1

The Emergency Response Section monitors the training and operational aspects of the OPP Tactics and Rescue Units, Search and Rescue Units, Crowd Management, Incident Commanders, Crisis Negotiators, Emergency Planning, Explosives Disposal Unit and Canine Unit.

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ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD  
OPERATIONS  
FIELD COORDINATION BRANCH  
OPERATIONS SECTION  
Huronian Regional Centre, Cottage "O"  
Memorial Ave.  
Orillia L3V 6H1  
705-329-6140

Mailing Address:  
90 Harbour St.  
Toronto M2A 2S1

The Operations Section contains the Community Policing Services Unit and develops and administers **crime** prevention and **safety** programs for the Ontario Provincial Police. This section also contains the Citizen Support Unit, Auxiliary Police Unit (965-4400/4890), Helicopter Maintenance Unit, Helicopter Operations Unit 459-5422 (Brampton), 841-682-1593 (Sudbury); District/Detachment Planning (964-4474/4890) and Crime Stoppers (965-4474/4890).

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD  
OPERATIONS  
FIELD DISTRICTS

Ontario Provincial Police (**OPP**) field operations are undertaken through 16 districts and 180 detachments, listed below. The district commander is responsible for OPP activities within each district, and heads an internal administration unit. Each district headquarters has **criminal, traffic, identification**, communications and a community services coordinator. With the exception of the community services coordinator, district headquarters personnel primarily offer internal supervision and support for the OPP detachments.

Detachment personnel provide enforcement and investigative **policing** services within their particular detachment area. In **emergencies**, the OPP can be contacted through the toll-free numbers unique to the area covered by each district, except Northern Ontario where operator assisted Zenith 50000 is still in effect.

#### DETACHMENTS

519 Victoria St. E., Hwy 89  
Box 965  
Alliston L0M 1A0  
705-435-5531/2  
905-936-2777 (Tottenham Comm.  
Policing)  
1-800-461-8477 (Toll-free) (Crime  
Stoppers)

Mun. Bldg., Bridge St.  
Box 640  
Almonte K0A 1A0  
613-256-2222  
Fax 613-256-2222 Ext. 4297  
Fax 613-634-2294 (Crime Stoppers)  
1-800-267-7878 (Toll-free) (Crime  
Stoppers)

Malden Twp. Detachment  
Malden Centre, Hwy. 18  
Box 23  
**Amherstburg** N9V 2Z2  
519-736-3483  
519-258-8477 (Crime Stoppers)

Loyalist Plaza  
3 Manitou Cres. W.  
**Amherstview** K7N 1S3  
613-389-8601  
613-634-8477 (Crime Stoppers)  
Fax 613-389-8601 Ext. 3997  
Fax 613-634-2294 (Crime Stoppers)

Burleigh St., Hwy. 620A  
Box 10  
**Apsley** K0L 1A0  
705-656-4431  
Fax 705-656-4990 Ext. 3797

Box 10  
**Armstrong** P0T 1A0  
807-583-2394  
Fax 807-583-2285  
1-800-465-6844 (Toll-free) (Crime Stoppers)

102 Madawaska St.  
Town Hall, Box 337  
**Arnprior** K7S 3H6  
613-623-3131  
Fax 613-623-3131 Ext. 4397  
1-800-267-8477 (Toll-free) (Crime Stoppers)

Box 130, Hwy. 622  
**Atikokan** P0T 1C0  
807-597-2120  
Fax 807-597-2120  
1-800-465-8477 (Toll-free) (Crime Stoppers)

100 Bloomington Rd. W.  
P. O. Box 2500  
**Aurora** L4G 6J8  
905-841-5777

Box 281, Hwy. 169  
**Bala** P0C 1A0  
705-762-3304/5  
705-375-0339 (Mactier Comm. Policing)  
705-765-6666 (Port Carling Comm. Policing)  
1-800-461-8477 (Toll-free) (Crime Stoppers)

33 Flint St.  
Box 640  
**Bancroft** K0L 1C0  
613-332-2112  
Fax 613-332-2112 Ext. 3497  
1-800-267-4357 (Toll-free) (Crime Stoppers)

20 Rose St.  
Box 550  
**Barrie** L4M 4T7  
705-726-6484  
705-524-9881 (Angus Comm. Policing)  
705-487-2162 (Oro Comm. Policing)  
Fax 705-726-6484 Ext. 2597  
1-800-461-8477 (Toll-free) (Crime Stoppers)

78 Pearl St.  
Box 180  
**Beardmore** P0T 1G0  
807-875-2125  
1-800-465-6844 (Toll-free) (Crime Stoppers)

Box 860  
**Beaverton** L0K 1A0  
705-426-7366  
Fax 705-426-7366 Ext. 3497

499 Notre Dame St.  
Box 308  
**Belle River** N0R 1A0  
519-728-1810  
1-800-265-7500 (Toll-free) (Crime Stoppers)



Belleway Mall, Compartment 8

R. R. 5

**Belleville** K8N 4Z5

613-968-6495

Fax 613-968-6495 Ext. 3197

1-613-969-8477 (Toll-free) (Crime

Stoppers)

Mun. Bldg., 8 George St.

Box 387

**Blenheim** N0P 1A0

519-676-3300

Fax 519-676-3300 Ext. 4497

1-800-265-7500 (Toll-free) (Crime

Stoppers)

Causley St., Hwy. 17

Box 400

**Blind River** P0R 1B0

705-356-2244

1-800-461-8326 (Toll-free) (Crime

Stoppers)

74 Park Rd.

**Bracebridge** P1L 1W9

705-645-2211

705-645-5765 (Bracebridge Comm.

Policing)

705-687-6681 (Gravenhurst)

705-687-5023 (Gravenhurst Comm.

Policing)

1-800-461-8477 (Toll-free) (Crime

Stoppers)

Box 220, Hwy. 88

**Bradford** L3Z 2A8

905-775-3326

Fax 905-775-3326 Ext. 3297

1-800-461-8477 (Toll-free) (Crime

Stoppers)

10 Fairview Dr.

Box 334

**Brantford** N3T 5N3

519-753-4161

519-449-5831 (Burford Comm. Policing)

519-488-1997 (St. George

Comm.policing)

Fax 519-753-4161 Ext. 3497

1-800-263-6966 (Toll-free) (Crime

Stoppers)

70 Young St.

Box 117

**Brighton** K0K 1H0

613-475-1313

1-800-267-4357 (Toll-free) (Crime

Stoppers)

Still River Detachment

Hwy. 69 S., Henvey Twp.

Box 130

**Britt** P0G 1A0

705-383-2231

Fax 705-383-2231 Ext. 4197

1-800-461-4899 (Toll-free) (Crime

Stoppers)

1951 Parkedale Ave.

Box 636

**Brockville** K6V 5V8

613-345-1790

Fax 613-345-1790 Ext. 3297

Fax 613-634-2294 (Crime Stoppers)

1-800-267-7878 (Toll-free) (Crime

Stoppers)

Box 514, Hwy. 11

**Burk's Falls** P0A 1C0

705-382-2015

705-386-2629 (South River Comm.

Policing)

Fax 705-382-2015 Ext. 3297

1-800-461-7373 (Toll-free) (Crime

Stoppers)

1160 North Shore Blvd.

Box 5021

**Burlington** L7R 3Y8

905-681-2511

Fax 905-681-2511 Ext. 2197

80 Church St.  
General Delivery  
**Caledon East** L0N 1E0  
905-584-2241  
416-454-0552 (Toronto Line)  
Fax 905-584-2241 Ext. 3597

500 Beaverville Rd.  
Box 2280  
**Cambridge** N3C 3P8  
519-654-0150  
1-800-265-2222 (Toll-free) (Crime Stoppers)

238 Grand Rd.  
Box 790  
**Campbellford** K0L 1L0  
705-653-3300  
Fax 705-653-5171 Ext. 3597  
1-800-461-6555 (Toll-free) (Crime Stoppers)

West Carleton Detachment  
3096 Carp Rd.  
Box 98  
**Carp** K0A 1L0  
613-839-5566/68  
613-233-8477 (Crime Stoppers)  
Fax 613-839-5566 Ext. 4297

31 Montcalm St.  
Box 337  
**Casselman** K0A 1M0  
613-764-5415  
Fax 613-764-5415 Ext. 3897  
1-800-267-8477 (Toll-free) (Crime Stoppers)

Talbot St., Hwy. 3  
Box 148  
**Cayuga** N0A 1E0  
905-772-3322  
905-529-8708 (Hamilton Line)  
Fax 905-772-3322 Ext. 3697  
1-800-263-6966 (Toll-free) (Crime Stoppers)

Box 250, Hwy. 129  
**Chapleau** P0M 1K0  
705-864-1715  
Fax 705-864-1715  
1-800-461-7867 (Toll-free) (Crime Stoppers)

535 Park Ave. E.  
Box 990  
**Chatham** N7M 5L6  
519-352-1122  
Fax 519-352-8591  
1-800-265-7500 (Toll-free) (Crime Stoppers)

Pt. Lot 18, Gull River Range  
Box 329  
**Coboconk** K0M 1K0  
705-454-3311  
705-328-2121 (Crime Stoppers)  
Fax 705-454-2700 Ext. 3897

Box 8, Hwy. 45  
**Cobourg** K9A 4K2  
905-372-5421  
905-372-4700 (Crime Stoppers)

64 Third Ave.  
Box 820  
**Cochrane** P0L 1C0  
705-272-4391  
1-800-461-7867 (Toll-free) (Crime Stoppers)

6 Lionel Ave.  
Box 340  
**Dowling** P0M 1R0  
705-855-4525  
Fax 705-855-4525 Ext. 3197  
1-800-461-4899 (Toll-free) (Crime Stoppers)

Downsview Detachment  
1801 Wilson Ave.  
**Downsview** M9M 1A2  
416-235-4981  
416-222-8477 (Crime Stoppers)  
Fax 416-235-4981 Ext. 3197

389 Government Rd.

Box 550

**Dryden** P8N 2Z2

807-223-2221

Fax 807-223-4002

1-800-465-8477 (Toll-free) (Crime Stoppers)

Hwy. 401 & Curie Rd.

Box 9

**Dutton** N0L 1J0

519-762-2833

Box 126, Hwy. 105

**Ear Falls** P0V 1T0

807-222-3112

Fax 807-222-3612

1-800-465-8477 (Toll-free) (Crime Stoppers)

Third St.

Box 40

**Elk Lake** P0J 1G0

705-678-2226

Fax 705-678-2226 Ext. 3397

1-800-461-7373 (Toll-free) (Crime Stoppers)

Box 189, Hwy. 27

**Elmvale** L0L 1P0

705-322-2424

705-322-1244 (Elmvale Comm. Policing)

Fax 705-322-2424 Ext. 3997

1-800-461-8477 (Toll-free) (Crime Stoppers)

Box 353

**Emo** P0W 1E0

807-482-2070

Fax 807-486-3513

1-800-461-7373 (Toll-free) (Crime Stoppers)

Box 1019

**Englehart** P0J 1H0

705-544-2233

Fax 705-544-2233 Ext. 3497

1-800-461-7373 (Toll-free) (Crime Stoppers)

Jct. of Hwy 17 & 6

Box 1123

**Espanola** P0P 1C0

705-869-1211

Fax 705-869-1212 Ext. 3297

1-800-461-4899 (Toll-free) (Crime Stoppers)

Hwy. 401, Interchange 21

Box 910

**Essex** N8M 2Y2

519-776-5276

519-728-8477 (Crime Stoppers)

Fax 519-776-5276 Ext. 3197

245 Main St., N

Box 1720

**Exeter** N0M 1S3

519-235-1300

Fax 519-235-1300 Ext. 3797

1-800-265-1777 (Toll-free) (Crime Stoppers)

Sherry St.

Box 160

**Foleyet** P0M 1T0

705-899-2456

Fax 705-899-2456

1-800-461-7867 (Toll-free) (Crime Stoppers)

Broadway St.

Box 130

**Forest** N0N 1J0

519-786-2349

Fax 519-786-2349 Ext. 3797

1-800-265-7500 (Toll-free) (Crime Stoppers)

R.R. 1, Jct. Hwys. 32 & 401

Box 130

**Gananoque** K7G 2T7

613-382-2195

613-634-8477 (Crime Stoppers)

Fax 613-382-2195 Ext. 3597

Fax 613-634-2294 (Crime Stoppers)

901 Main St.  
Box 339  
**Geraldton** P0T 1M0  
807-854-1333  
Fax 807-854-0889  
1-800-465-6844 (Toll-free) (Crime  
Stoppers)

157 Water St.  
Box 306  
**Glencoe** N0L 1M0  
519-287-2620  
1-800-265-4444 (Toll-free) (Crime  
Stoppers)

R.R. 2, Hwy. 21  
Box 6  
**Goderich** N7A 3Y5  
519-524-8314  
Fax 519-524-1336 (Crime Stoppers)  
1-800-265-1777 (Toll-free) (Crime  
Stoppers)

Lowe Ave.  
Box 40  
**Gogama** P0M 1W0  
705-894-2345  
Fax 705-894-2345 Ext. 3497  
1-800-461-7867 (Toll-free) (Crime  
Stoppers)

Pinery Park Detachment  
Box 460, Hwy. 21  
**Grand Bend** N0M 1T0  
519-243-2735  
Fax 519-243-2345 Ext. 3297  
1-800-265-7500 (Toll-free) (Crime  
Stoppers)

General Delivery  
**Grassy Narrows** P0X 1B0  
807-925-2221  
Fax 807-925-2277  
1-800-465-8477 (Toll-free) (Crime  
Stoppers)

218 Bristol St.  
**Guelph** N1H 3M4  
519-822-7250  
Fax 519-837-3285  
1-800-265-1622 (Toll-free) (Crime  
Stoppers)

Box 458, Hwy. 558  
**Haileybury** P0J 1K0  
705-672-3323  
Fax 705-672-3323 Ext. 3597  
1-800-461-7373 (Toll-free) (Crime  
Stoppers)

Box 305, Hwy. 34  
**Hawkesbury** K6A 2R9  
613-632-2729

1019 Front St.  
Box 608  
**Hearst** P0L 1N0  
705-362-4245  
Fax 705-362-4245  
1-800-461-7867 (Toll-free) (Crime  
Stoppers)

200 Front St.  
Box 10  
**Hornepayne** P0M 1Z0  
807-868-2319  
Fax 807-868-2315  
1-800-461-8326 (Toll-free) (Crime  
Stoppers)

1 Hanes Rd.  
Box 1056  
**Huntsville** P0A 1K0  
705-789-5551  
705-789-2677 (Huntsville Comm.  
Policing)  
1-800-461-8477 (Toll-free) (Crime  
Stoppers)

Box 158, Hwy. 17  
**Ignace** P0T 1T0  
807-934-2265  
Fax 807-934-2265  
1-800-465-8477 (Toll-free) (Crime  
Stoppers)



Box 1120, Hwy. 67  
**Iroquois Falls** P0K 1G0  
 705-232-4087  
 Fax 705-232-4087  
 1-800-461-7867 (Toll-free) (Crime Stoppers)

Box 10, Hwy. 11  
**Kakabeka Falls** P0T 1W0  
 807-473-9226  
 1-800-465-6844 (Toll-free) (Crime Stoppers)

Jct. Hwy. 41 & 7  
 Box 10  
**Kaladar** K0H 1Z0  
 613-336-2244  
 Fax 613-336-2244 Ext. 3797  
 Fax 613-634-2294 (Crime Stoppers)  
 1-800-267-7878 (Toll-free) (Crime Stoppers)

Shabaqua Detachment  
 R.R. 2, HWY. 11-17  
**Kaministiquia** P0T 1X0  
 807-933-4462  
 Fax 807-933-4462  
 1-800-465-6844 (Toll-free) (Crime Stoppers)

Kanata Municipal Detachment  
 937 Teron Rd.  
 Box 13490  
**Kanata** K2K 1X6  
 613-592-6061  
 613-591-6054 (Comm. Policing)  
 613-233-8477 (Crime Stoppers)  
 Fax 613-592-2982

Ottawa Detachment  
 Box 13490  
**Kanata** K2K 1X6  
 613-828-9171  
 613-233-8477 (Crime Stoppers)  
 613-838-3536 (Richmond Comm. Policing)  
 613-831-3298 (Stittsville Comm. Policing)  
 Fax 613-592-2982

356 Government Rd.  
 Box 277  
**Kapuskasing** P5N 2Y4  
 705-335-2238  
 Fax 705-335-2238  
 1-800-461-7867 (Toll-free) (Crime Stoppers)

Hwy. 43 at Barnes St.  
 Box 160  
**Kemptville** K0G 1J0  
 613-258-3441  
 Fax 613-258-3441 Ext. 3797  
 Fax 613-634-2294 (Crime Stoppers)  
 1-800-267-7877 (Toll-free) (Crime Stoppers)

222 Water St.  
 Box 1080  
**Kenora** P9N 3X7  
 807-468-3357/8971  
 Fax 807-468-4264  
 1-800-465-8477 (Toll-free) (Crime Stoppers)

Hwy. 60, R. R. 2  
**Killaloe** K0J 2A0  
 613-757-2600  
 Fax 613-757-2600 Ext. 3697

Charles St.  
 General Delivery  
**Killarney** P0M 2A0  
 705-287-2881  
 Fax 705-287-2881 Ext. 3497  
 1-800-461-4899 (Toll-free) (Crime Stoppers)

Box 40, Hwy. 21 N.  
**Kincardine** N2Z 2Y6  
 519-396-3341  
 Fax 519-397-3341 Ext. 3997  
 1-800-265-3787 (Toll-free) (Crime Stoppers)

Kingston Municipal Detachment  
500 O'Connor Dr.  
Box 37, Stn. "A"  
**Kingston K7M 6P9**  
613-384-4700  
613-634-8477 (Crime Stoppers)  
Fax 613-384-2400 Ext. 3297  
Fax 613-634-2294 (Crime Stoppers)

South Frontenac Detachment  
500 O'Connor Dr.  
Box 37, Stn. "A"  
**Kingston K7M 6P9**  
613-384-2400  
613-634-8477 (Crime Stoppers)  
Fax 613-384-2400 Ext. 3297  
Fax 613-634-2294 (Crime Stoppers)

Gosfield South Twp. Detachment  
2021 Division Rd. N.  
**Kingsville N9Y 2Y9**  
519-733-2345  
519-258-8477 (Crime Stoppers)

Box 160, Hwy. 34  
**Lancaster K0C 1N0**  
613-347-2449  
Fax 613-347-2449

21 Angeline St. N.  
**Lindsay K9V 5B7**  
705-324-6741  
705-328-2121 (Crime Stoppers)

Main St.  
Box 70  
**Lion's Head N0H 1W0**  
519-793-3332  
1-800-265-3787 (Toll-free) (Crime Stoppers)

360 Wallace Ave. N.  
Box 160  
**Listowel N4W 3H2**  
519-291-1414  
1-800-265-8585 (Toll-free) (Crime Stoppers - Perth County)

12 Campbell St. E.  
Box 490  
**Little Current P0P 1K0**  
705-368-2200  
Fax 705-368-2200  
1-800-461-4899 (Toll-free) (Crime Stoppers)

823 Exeter Rd.  
**London N6E 1W1**  
519-681-0300  
1-800-265-4444 (Toll-free) (Crime Stoppers)

Mille Roches Rd.  
Box 430, Hwy. 2  
**Long Sault K0C 1P0**  
613-534-2223  
Fax 613-534-2223  
1-800-267-8477 (Toll-free) (Crime Stoppers)

Box 218, Hwy. 11  
**Longlac P0T 2A0**  
807-876-2249  
613-538-2302 (Moose Creek Comm. Policing)  
613-537-8748 (Ingleside Comm. Policing)  
Fax 807-876-2249 Ext. 3497  
1-800-465-6844 (Toll-free) (Crime Stoppers)

103 Main St.  
Box 269  
**Lucan N0M 2J0**  
519-227-4423  
Fax 519-227-4423 Ext. 3797  
1-800-265-4444 (Toll-free) (Crime Stoppers)

Box 490, Hwy. 7  
**Madoc K0K 2K0**  
613-473-4234  
Fax 613-473-4234 Ext. 3597  
1-800-267-4357 (Toll-free) (Crime Stoppers)

Manitou Rd.  
**Manitouwadge** P0T 2C0  
807-826-4641  
Fax 807-826-4641  
1-800-465-6844 (Toll-free) (Crime  
Stoppers)

Box 39, Hwy. 6  
**Manitowaning** P0P 1N0  
705-859-3155  
Fax 705-859-3155 Ext. 3697  
1-800-461-4899 (Toll-free) (Crime  
Stoppers)

1165 John St.  
Box 909  
**Manotick** K4M 1A8  
613-692-2525/2813  
613-821-1462 (Metcalf Comm. Policing)  
613-826-0580 (Osgoode Comm. Policing)  
613-233-8477 (Crime Stoppers)

Hwy. 17 W., Jct. 626  
Box 490  
**Marathon** P0T 2E0  
807-229-0220  
Fax 807-229-3106  
1-800-465-6844 (Toll-free) (Crime  
Stoppers)

23A Street E.  
Box 433  
**Markdale** N0C 1H0  
519-986-2211  
Fax 519-986-2211 Ext. 4297  
1-800-265-3787 (Toll-free) (Crime  
Stoppers)

392 Railway St.  
Box 602  
**Matheson** P0K 1N0  
705-273-2213  
1-800-461-7867 (Toll-free) (Crime  
Stoppers)

770 John St.  
Box 280  
**Mattawa** P0H 1V0  
705-744-5503  
Fax 705-744-5503 Ext. 3797  
1-800-461-7373 (Toll-free) (Crime  
Stoppers)

Mechanic St.  
Box 430  
**Maxville** K0C 1T0  
613-527-2124  
613-233-8477 (Crime Stoppers)  
Fax 613-527-2124

482 St. Vincent St.  
Box 1028  
**Meaford** N0H 1Y0  
519-538-1220  
Fax 519-538-1220 Ext. 4197  
1-800-265-3787 (Toll-free) (Crime  
Stoppers)

Erie St.  
Box 27  
**Merlin** N0P 1W0  
519-689-4254  
Fax 519-689-4254 Ext. 3397  
1-800-265-7500 (Toll-free) (Crime  
Stoppers)

Box 250, Hwy. 93  
**Midland** L4R 4K8  
705-526-3761  
705-534-4523 (Port McNicoll Comm.  
Policing)  
1-800-461-8477 (Toll-free) (Crime  
Stoppers)

L. 13, C4, Cavan Twp.  
R. R. 2, Box 130  
**Millbrook** L0A 1G0  
705-932-2913  
Fax 705-932-2418 Ext. 3997

203 Steeles Ave.  
**Milton** L9T 1Y1  
905-878-2307  
Fax 905-878-2307 Ext. 3197

Winnipeg Ave.

Box 1

**Minaki** P0X 1J0

807-224-3341

Fax 807-224-1096

1-800-465-8477 (Toll-free) (Crime  
Stoppers)

King St

Box 188

**Mindemoya** P0P 1S0

705-377-5386

705-282-2621 (Gore Bay Sub-office)

Fax 705-377-5386 Ext. 3797

1-800-461-4899 (Toll-free) (Crime  
Stoppers)

Jct. Hwy. 35 & Prince St.

Box 58

**Minden** K0M 2K0

705-286-1431

Port Credit Detachment

49 S. Service Rd.

**Mississauga** L5G 2R8

905-278-6131

Fax 905-278-6131 Ext. 3297

31 First St.

Box 278

**Moosonee** P0L 1Y0

705-336-2320

705-658-4886 (Moose Factory)

Fax 705-336-2443

1-800-461-7867 (Toll-free) (Crime  
Stoppers)

Hwy. 31, Interchange 31

Box 855

**Morrisburg** K0C 1X0

613-543-2949/2940

Fax 613-543-2949 Ext. 3597

1-800-267-8477 (Toll-free) (Crime  
Stoppers)

630 Main St. N.

Box 3250

**Mount Forest** N0G 2L0

519-323-3130

Fax 519-323-3876

1-800-265-1622 (Toll-free) (Crime  
Stoppers - Wellington County)

1-800-265-3787 (Toll-free) (Crime  
Stoppers - Grey County)

77 Main St.

Box 360

**Nakina** P0T 2H0

807-329-5364

Fax 807-329-5879

1-800-465-6844 (Toll-free) (Crime  
Stoppers)

470 Centre St.

**Napanee** K7R 1P8

613-354-3369

613-634-8477 (Crime Stoppers)

Fax 613-354-3369 Ext. 3397

Fax 613-634-2294 (Crime Stoppers)

16 Toronto St.

**Newcastle** L1B 1C2

905-987-4060

5345 Stanley Ave.

Box 358

**Niagara Falls** L2E 6T8

905-356-1311

Fax 905-356-1311 Ext. 3797

R. R. 1, Hwy. 11-17 W.

**Nipigon** P0T 2J0

807-887-2637

807-887-3483 (Community Against  
Pushers)

Fax 807-887-3694

1-800-465-6844 (Toll-free) (Crime  
Stoppers)

Box 96, Hwy. 64 S.

**Noelville** P0M 2N0

705-898-2211

Fax 705-898-2211

1-800-461-8899 (Toll-free) (Crime  
Stoppers)



Box 686  
Hwy. 11 N., R. R. 2  
**North Bay** P1B 8J8  
705-495-3878  
705-476-8477 (Crime Stoppers)  
Fax 705-495-3878 Ext. 3197  
1-800-461-7373 (Toll-free) (Crime Stoppers)

1080 Mississauga St. W.  
Box 206  
**Orillia** L3V 6J3  
705-326-3536  
705-686-7131 (Coldwater Comm. Policing)  
705-689-1434 (Cumberland Beach Comm. Policing)  
1-800-461-8477 (Toll-free) (Crime Stoppers)

Rockcliffe Park Mun. Detachment  
350 Springfield Rd.  
Rockcliffe Park  
**Ottawa** K1M 0K7  
613-749-9220  
Fax 613-749-9220 Ext. 4397

655-9th Ave. E.  
Box 486  
**Owen Sound** N4K 5P7  
519-376-3433  
Fax 519-376-3433 Ext. 3597  
1-800-265-3487 (Toll-free) (Crime Stoppers)

280 Main St.  
Box 67  
**Parkhill** N0M 2K0  
519-294-6242  
519-661-8477 (Crime Stoppers)  
Fax 519-294-6242 Ext. 3897  
1-800-265-4444 (Toll-free) (Crime Stoppers)

35 Tudhope St.  
**Parry Sound** P2A 2H9  
705-746-4225  
Fax 705-746-4225 Ext. 3897  
1-800-461-7373 (Toll-free) (Crime Stoppers)

162 Agnes St.  
Box 185  
**Pembroke** K8A 4M2  
613-735-0188  
Fax 613-735-0188 Ext. 3197  
1-800-267-8477 (Toll-free) (Crime Stoppers)

75 Dufferin St.  
Box 160  
**Perth** K7H 3E3  
613-267-2626  
Fax 613-267-3524  
Fax 613-634-2294 (Crime Stoppers)  
1-800-267-7878 (Toll-free) (Crime Stoppers)

453 Lansdowne St. W.  
Box 477  
**Peterborough** K9J 6Z6  
705-742-0401  
705-745-9000 (Crime Stoppers)  
Fax 705-748-4956

Box 400, Hwy. 21  
**Petrolia** N0N 1R0  
519-882-1011  
Fax 519-882-1011 Ext. 3597  
1-800-265-7500 (Toll-free) (Crime Stoppers)

Box 70  
**Pickle Lake** P0V 3A0  
807-928-2211  
Fax 807-928-2268  
1-800-465-8477 (Toll-free) (Crime Stoppers)

Box 1490, Hwy. 33 W.  
**Picton** K0K 2T0  
613-476-2151  
Fax 613-476-2151 Ext. 3697  
1-800-267-4357 (Toll-free) (Crime Stoppers)

Norfolk Detachment  
Box 68, Hwy. 59  
**Port Rowan** N0E 1M0  
519-586-3526  
519-875-2980 (Langton Line)  
519-586-7481 (Port Rowan Comm.  
Policing)  
519-688-3444 (Courtland Comm.  
Policing)  
Fax 519-586-3526 Ext. 3397  
1-800-263-6966 (Toll-free) (Crime  
Stoppers)

Clark St.  
Box 99  
**Powassan** P0H 1Z0  
705-724-2016  
Fax 705-724-2016 Ext. 3997  
1-800-461-7373 (Toll-free) (Crime  
Stoppers)

1040 Edward St. N.  
Box 399  
**Prescott** K0E 1T0  
613-925-4221  
Fax 613-925-4222 Ext. 3497  
Fax 613-634-2294 (Crime Stoppers)  
1-800-267-7878 (Toll-free) (Crime  
Stoppers)

622 Atwood Ave.  
**Rainy River** P0W 1L0  
807-852-3271  
Fax 807-852-3517  
1-800-465-8477 (Toll-free) (Crime  
Stoppers)

115 Howey St.  
Box 342  
**Red Lake** P0V 2M0  
807-727-2418/19  
Fax 807-727-2578  
1-800-465-8477 (Toll-free) (Crime  
Stoppers)

532 Stewart St. N.  
**Renfrew** K7V 1Y6  
613-432-5811  
Fax 613-432-5811 Ext. 3397

74 Erie St. S.  
Box 730  
**Ridgetown** N0P 2C0  
519-674-5496  
519-351-8477 (Crime Stoppers)  
1-800-265-7500 (Toll-free) (Crime  
Stoppers)

Chemin de la Baie  
Box 520  
**Rockland** K4K 1K6  
613-446-5124  
Fax 613-446-5124 Ext. 3697

Box 149  
**Rolphton** K0J 2H0  
613-586-2283  
Fax 613-586-2283 Ext. 3897

Sauble Beach (Summer)  
General Delivery  
**Sauble Beach** N0H 2G0  
519-422-1670

Box 399  
740 Great Northern Rd.  
**Sault Ste. Marie** P6A 5M1  
705-945-6833  
1-800-461-8326 (Toll-free) (Crime  
Stoppers)

27 Kingsway Rd.  
Box 400  
**Schreiber** P0T 2S0  
807-824-2333  
Fax 807-824-3046  
1-800-465-6844 (Toll-free) (Crime  
Stoppers)

380 Huron Rd.  
Box 38  
**Sebringville** N0K 1X0  
519-393-6123  
519-393-5160 (Crime Stoppers)  
519-749-8248 (Cellular Phone)  
Fax 519-393-5165

Jct. Hwy. 7 & 38

Box 220

**Sharbot Lake** K0H 2P0

613-279-2195

Fax 613-279-2195 Ext. 3897

Fax 613-634-2294 (Crime Stoppers)

1-800-267-7878 (Toll-free) (Crime Stoppers)

Jct. Hwy. 10 & 29

Hwy. 24

**Shelburne** L0N 1S0

519-925-3838

519-928-2019 (Grand Valley Comm. Policing)

1-800-461-8477 (Toll-free) (Crime Stoppers)

Box 738, Hwy. 3

**Simcoe** N3Y 4T2

519-426-3434

519-428-5144 (Charlotteville Twp. Comm. Policing)

Fax 519-426-3434 Ext. 3297

1-800-263-6966 (Toll-free) (Crime Stoppers)

4th Ave. N.

Box 128

**Sioux Lookout** P0V 2T0

807-737-2020

Fax 807-737-4297

1-800-465-8477 (Toll-free) (Crime Stoppers)

Northwest Patrol Unit

Airport Rd.

Box 128

**Sioux Lookout** P0V 2T0

807-737-1383

Fax 807-737-3241

1-800-465-8477 (Toll-free) (Crime Stoppers)

Box 355, Hwy. 71

**Sioux Narrows** P0X 1N0

807-226-5211

Fax 807-226-5351

1-800-465-8477 (Toll-free) (Crime Stoppers)

5 Sixth Ave. W.

Box 880

**Smooth Rock Falls** P0L 2B0

705-338-2711

Fax 705-338-2711 Ext. 3997

1-800-461-7867 (Toll-free) (Crime Stoppers)

Box 130, St. Clair Parkway

**Sombra** N0P 2H0

519-892-3404

Fax 519-892-3404 Ext. 3697

1-800-265-7500 (Toll-free) (Crime Stoppers)

Hwy. 101 & Legion Dr.

Box 700

**South Porcupine** P0N 1H0

705-235-3345

Fax 705-235-2011

1-800-461-7867 (Toll-free) (Crime Stoppers)

Northeast Patrol Unit

Legion Dr.

Box 700

**South Porcupine** P0N 1H0

705-235-3345

Fax 705-235-2011

1-800-461-7867 (Toll-free) (Crime Stoppers)

Box 220, Hwy. 17 W.

**Spanish** P0P 2A0

705-844-2424

705-848-2738 (Elliot Lake Sub-office)

Fax 705-844-2424

1-800-461-4899 (Toll-free) (Crime Stoppers)

Box 173, Hwy. 4

**St. Thomas** N5P 3T7

519-631-2920

321 Main St. E.  
Box 970  
**Stayner** L0M 1S0  
705-428-3134  
705-428-3889 (Stayner Comm. Policing)  
Fax 705-428-3134 Ext. 3597  
1-800-461-8477 (Toll-free) (Crime Stoppers)

Hwy. 22 at County Rd.  
Box 69  
**Strathroy** N7G 3J1  
519-245-2323  
Fax 519-245-2323 Ext. 3697  
1-800-265-4444 (Toll-free) (Crime Stoppers)

Box 1000, Hwy. 17  
**Sturgeon Falls** P0H 2G0  
705-753-2990  
Fax 705-753-2990 Ext. 4197  
1-800-461-7373 (Toll-free) (Crime Stoppers)

Box 6600  
Hwy. 69 S., McFarlane Lake  
**Sudbury** P3A 4S2  
705-523-6900  
Fax 705-688-3115 Ext. 2197  
1-800-461-4899 (Toll-free) (Crime Stoppers)

Box 100  
1390 Government Rd. W.  
Kirkland Lake  
**Swastika** P0K 1T0  
705-567-5355  
Fax 705-567-5355 Ext. 3697  
1-800-461-7373 (Toll-free) (Crime Stoppers)

Tecumseh Municipal Detachment  
917 Lesperance Rd.  
**Tecumseh** N8N 1W9  
519-735-2424  
519-258-8477 (Crime Stoppers)

5th Ave.  
Box 340  
**Temagami** P0H 2H0  
705-569-3633  
Fax 705-569-3633 Ext. 4297  
1-800-461-7373 (Toll-free) (Crime Stoppers)

Jct. Hwy. 17 & 129  
Box 160  
**Thessalon** P0R 1L0  
705-842-3243  
Fax 705-842-3243  
1-800-461-8326 (Toll-free) (Crime Stoppers)

Algoma St. N.  
Box 3080  
**Thunder Bay** P7B 5G5  
807-344-8421  
Fax 807-345-5013  
1-800-263-6966 (Toll-free) (Crime Stoppers)

John Pound Rd. & Hwy. 3  
Box 96  
**Tillsonburg** N4G 4H3  
519-842-3633  
519-866-5600  
Fax 519-842-3633 Ext. 3397  
1-800-263-6966 (Toll-free) (Crime Stoppers)

Tobermory (Summer)  
Box 130, Hwy. 6  
**Tobermory** N0H 2R0  
519-596-2426

General Delivery, Hwy. 17  
**Upsala** P0T 2Y0  
807-986-2211  
Fax 807-986-2211  
1-800-465-6844 (Toll-free) (Crime Stoppers)

Box 160, Hwy. 17  
**Vermilion Bay** P0V 2V0  
807-227-2024  
Fax 807-224-5554  
1-800-465-8477 (Toll-free) (Crime Stoppers)



Webster St.

Box 159

**Virginiatown** P0K 1X0

705-634-2151

Fax 705-634-2151 Ext. 4397

1-800-461-7373 (Toll-free) (Crime

Stoppers)

1319 Yonge St. S.

Box 247

**Walkerton** N0G 2V0

519-881-3130

1-800-265-3787 (Toll-free) (Crime

Stoppers)

805 Murray St.

**Wallaceburg** N8A 1W5

519-627-1401

Fax 519-627-1401 Ext. 3997

519-627-8477 (Crime Stoppers)

Box 100, Hwy. 17 E.

**Warren** P0H 2N0

705-967-2913

Fax 705-967-2036

1-800-461-4899 (Toll-free) (Crime

Stoppers)

1000 River Road W.

Box 140

**Wasaga Beach** L0L 2P0

705-429-3575

1-800-461-8477 (Toll-free) (Crime

Stoppers)

Box 19, Hwy. 17

**Wawa** P0S 1K0

705-856-2233

1-800-461-8326 (Toll-free) (Crime

Stoppers)

10 Federal Rd.

Box 99

**Welland** L3B 5P2

905-732-1368

Fax 905-732-1368 Ext. 3597

Concession St.

Box 31

**Westport** K0G 1X0

613-273-2812

Fax 613-273-2812 Ext. 3997

Fax 613-634-2294 (Crime Stoppers)

1-800-267-7878 (Toll-free) (Crime

Stoppers)

27 Talbot St.

Box 81

**Wheatley** N0P 2P0

519-825-4313

519-351-8477 (Crime Stoppers)

1-800-265-7500 (Toll-free) (Crime

Stoppers)

1302 Henry St.

Box 57

**Whitby** L1N 5R7

905-668-3388

416-686-4581 (Toronto Line)

905-725-6581 (Oshawa Line)

Fax 905-668-3388 Ext. 3397

Box 249, Hwy. 17

**White River** P0M 3G0

807-822-2112

1-800-461-8326 (Toll-free) (Crime

Stoppers)

Box 131, Hwy. 60

**Whitney** K0J 2M0

613-637-2622

Fax 613-637-2622 Ext. 4197

Box 460, Hwy. 6

**Warton** N0H 2T0

519-534-1323

Fax 519-534-1323 Ext. 4397

1-800-265-3787 (Toll-free) (Crime

Stoppers)

478 Main St. E.

Box 423

**Winchester** K0C 2K0

613-774-2603

Fax 613-774-2603 Ext. 3797

32 Bristol Terrace  
Box 24  
**Wingham** N0G 2W0  
519-357-1331  
Fax 519-357-1331 Ext. 3899  
1-800-265-1777 (Toll-free) (Crime  
Stoppers)

## DISTRICT HEADQUARTERS

No. 5 District Aurora  
100 Bloomington Rd. W.  
Box 2500  
**Aurora** L4G 6J8  
905-841-5777  
416-963-1595  
Fax 905-841-7888  
If long distance dial  
1-800-263-2277 (Toll-free) (24 Hrs)  
1-800-263-2271 (Toll-free) (TDD) (24  
Hrs)

No. 7 District Barrie  
20 Rose St.  
Box 550  
**Barrie** L4M 4T7  
705-726-2220  
Fax 705-726-0685  
Fax 705-726-2220 Ext. 2097  
If long distance dial  
1-800-461-4455 (Toll-free) (24 Hrs)  
1-800-461-4459 (Toll-free) (TDD) (24  
Hrs)

No. 9 District Belleville  
400 North Front St.  
**Belleville** K8P 3C9  
613-968-5547  
Fax 613-968-2231  
If long distance dial  
1-800-267-7444 (Toll-free) (24 Hrs)  
1-800-267-7448 (Toll-free) (TDD) (24  
Hrs)

Hwy. 401 & Exit 31  
Box 38  
**Woodstock** N4S 7W5  
519-539-9811  
Fax 519-539-9811 Ext. 3197

No. 3 District Burlington  
1160 North Shore Blvd. E.  
Box 5021  
**Burlington** L7R 3Y8  
905-681-2591  
Fax 905-333-3760  
Fax 905-681-2451 Comm. Centre  
If long distance dial  
1-800-263-4242 (Toll-free) (24 Hrs)  
1-800-263-4246 (Toll-free) (TDD) (24  
Hrs)

No. 1 District Chatham  
535 Park Ave. E.  
Box 990  
**Chatham** N7M 5L6  
519-352-7660  
Fax 519-352-8591  
If long distance dial  
1-800-265-9888 (Toll-free) (24 Hrs)  
1-800-265-9464 (Toll-free) (TDD) (24  
Hrs)

No. 17 District Kenora  
222 Water St.  
Box 1080  
**Kenora** P9N 3X7  
807-468-3357  
Fax 807-468-4264  
If long distance ask operator  
Fax 807-468-3569 DHQ  
Zenith 50000 (Toll-free) (24 Hrs)

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No. 2 District London  
823 Exeter Rd.  
**London** N6E 1W1  
519-681-0851  
Fax 519-681-0300 Ext. 2097  
Fax 519-685-5653  
If long distance dial  
1-800-265-7191 (Toll-free) (24 Hrs)  
1-800-265-7198 (Toll-free) (TDD) (24 Hrs)

No. 11 District Long Sault  
Mille Roches Rd.  
Box 430  
**Long Sault** K0C 1P0  
613-534-2209  
Fax 613-534-8176  
If long distance dial  
1-800-267-2677 (Toll-free) (24 Hrs)  
1-800-267-2671 (Toll-free) (TDD) (24 Hrs)

No. 6 District Mount Forest  
630 Main St. N.  
Box 3250  
**Mount Forest** N0G 2L0  
519-323-4070  
Fax 519-323-3876  
Fax 519-323-2234 Admin.  
If long distance dial  
1-800-265-2525 (Toll-free) (24 Hrs)  
1-800-265-2529 (Toll-free) (TDD) (24 Hrs)

No. 12 District North Bay  
Chippewa & Rose St.  
Box 686  
**North Bay** P1B 8J8  
705-495-3880  
Fax 705-495-3888  
Fax 705-495-3880 Ext. 2097 DHQ  
If long distance dial  
1-800-461-6777 (Toll-free) (24 Hrs)  
1-800-461-6778 (Toll-free) (TDD) (24 Hrs)

No. 10 District Perth  
75 Dufferin St.  
Box 160  
**Perth** K7H 3E3  
613-267-6780  
Fax 613-267-3524/2626  
If long distance dial  
1-800-267-8919 (Toll-free) (24 Hrs)  
1-800-267-8917 (Toll-free) (TDD) (24 Hrs)

No. 8 District Peterborough  
453 Lansdowne St. E.  
Box 477  
**Peterborough** K9J 6Z6  
705-748-5522  
Fax 705-748-4956  
Fax 705-742-3953 Telecom.  
If long distance dial  
1-800-461-6488 (Toll-free) (24 Hrs)  
1-800-461-6487 (Toll-free) (TDD) (24 Hrs)

No. 14 District Sault Ste. Marie  
740 Great Northern Rd.  
Box 399  
**Sault Ste. Marie** P6A 5M1  
705-945-6836  
Fax 705-945-6842  
If long distance dial  
1-800-668-6777 (Toll-free) (24 Hrs)  
1-800-668-6778 (Toll-free) (TDD) (24 Hrs)

No. 15 District South Porcupine  
Hwy. 101 & Legion Dr.  
Box 700  
**South Porcupine** P0N 1H0  
705-235-3255  
Fax 705-235-2011  
If long distance dial  
Fax 705-235-2097 Ext. 2597 (Comm. Centre)  
1-800-661-6777 (Toll-free) (24 Hrs)  
1-800-661-6778 (Toll-free) (TDD) (24 Hrs)

No. 13 District Sudbury  
Hwy. 69S, McFarlane Lake  
Box 6600  
**Sudbury P3A 4S2**  
705-688-3111  
Fax 705-688-3115  
Fax 705-523-6900 Ext. 2597 (Comm.  
Unit)  
If long distance dial  
1-800-263-6777 (Toll-free) (24 Hrs)  
1-800-263-6778 (Toll-free) (TDD) (24  
Hrs)

No. 16 District Thunder Bay  
489 N. Algoma St.  
Box 3080  
**Thunder Bay P7B 5G5**  
807-344-0891  
Fax 807-343-2978  
Fax 807-345-5013 (Comm. Unit)  
If long distance dial  
1-800-465-6777 (Toll-free) (24 Hrs)  
1-800-465-6778 (Toll-free) (TDD) (24  
Hrs)

**ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD  
OPERATIONS**

**FIRST NATIONS AND CONTRACT POLICING BRANCH**

Huron Regional Centre, Cottage "O"  
Memorial Ave.  
Orillia L3V 6H1  
705-329-6200  
Fax 705-329-6217

Mailing Address:  
90 Harbour St.  
Toronto M2A 2S1

The First Nations and Contract Policing Branch is responsible for the First Nations Policing Program in Ontario, as well as, **municipal policing** contracts. Responsibilities include the appointment of First Nations constables, at the request of **First Nations Councils**, to supplement the policing on their particular First Nations Territory. The Ontario Provincial Police (OPP) administers the training, salary and equipment of First Nations constables through the provisions of a **First Nations Policing Agreement**. Municipal policing agreements are drawn up between various municipalities and the Ministry of the Solicitor General. District headquarters and detachments are listed in the OPP field districts entry.



ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - FIELD  
OPERATIONS

TRAFFIC AND MARINE BRANCH

Huronian Regional Centre, Cottage "O"

Memorial Ave.

Orillia L3V 6H1

705-329-6120

Fax 705-329-6123

Mailing Address:

90 Harbour St.

Toronto M2A 2S1

The Traffic and Marine Branch provides traffic resource expertise for the Ontario Provincial Police (OPP) and other police forces. Investigations of serious **motor vehicle** collisions are monitored to ascertain **accident** causation and determine means to make **highways** safer. The branch develops, coordinates and maintains effective and efficient **traffic** enforcement programs to reduce traffic collisions and associated losses.

Branch responsibilities include enforcing the Transportation of **Dangerous Goods Enforcement Program**, managing the **Waterways Policing Program**, and liaising with the Ministry of Natural Resources and the Canadian Coast Guard on marine matters within the province.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER -  
INVESTIGATIONS

ANTI-RACKETS BRANCH

2420 Lucknow Dr., Unit 49

Mississauga L5S 1V2

905-612-1330

Fax 905-612-7140

Mailing Address:

90 Harbour St.

Toronto M2A 2S1

The Anti-Rackets Branch offers assistance to all police forces and government agencies in Ontario with investigations into white collar **crime**, including computer crimes, financial institutions, general frauds, and **forgery**. The branch contains Project P (Pornography), Auto Theft Section, Gaming Section, Social Gaming Section, and Racing Commission Section. District headquarters and detachments are listed under the OPP Field Districts entry.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER -  
INVESTIGATIONS  
CRIMINAL INVESTIGATION BRANCH

90 Harbour St.  
Toronto M7A 2S1  
416-965-8105

The Criminal Investigation Branch is responsible for homicide and major crime investigations in the Ontario Provincial Police (OPP) force jurisdiction. The branch also assists the force, all **police** forces in Ontario and other Ontario Government agencies in the investigation of serious **criminal** activities.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER -  
INVESTIGATIONS  
DRUG ENFORCEMENT BRANCH

90 Harbour St.  
Toronto M7A 2S1  
416-965-8114

The branch provides assistance to Crown attorneys, law enforcement and other government agencies with regards to drug enforcement.

The Drug Enforcement Branch (965-8114) administers **drug** enforcement activities for the force, and conducts investigations through units deployed throughout the province. Field Drug Units are located in: Kingston (613-546-6621); London (519-675-7780); North Bay (705-495-3895); Orillia (705-325-7419); Ottawa (613-596-4260); Sault Ste. Marie (705-942-8208); Thunder Bay (807-345-7874) and Windsor (519-973-1477).

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER -  
INVESTIGATIONS  
INTELLIGENCE BRANCH

90 Harbour St.  
Toronto M7A 2S1  
416-612-7000

The Intelligence Branch anticipates, monitors and prevents the criminal activities of an identifiable person or group of persons involved in organized or sophisticated and professional **crime**.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER -  
INVESTIGATIONS  
INTELLIGENCE BRANCH  
SPECIAL SECURITY SECTION

90 Harbour St.  
Toronto M7A 2S1  
416-612-7000

This section provides police security for senior government officials and visiting dignitaries, conducts investigations into matters that may affect the provincial government and, upon request, investigates the background of government employees in sensitive positions. Expertise on all aspects of property and physical **security** is offered to Ontario Government ministries.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER -  
INVESTIGATIONS  
TECHNICAL SUPPORT BRANCH

90 Harbour St.  
Toronto M7A 2S1  
416-965-6176 (Administration & General Inquiries)  
416-965-7651 (Equipment Maintenance & Development)  
416-965-6443 (Forensic Identification Services)  
416-965-3548 (Photographic Laboratory, Colour)  
416-965-7922 (Photographic Surveillance)  
416-965-8125 (Physical Surveillance)  
416-965-7652 (Polygraph Services)  
416-324-3599 (Technical Identification Services)  
416-965-8130 (Technical Installation)  
416-965-7742 (Technical Investigation Coordination)

The Technical Support Branch gives operational support, such as photographic, technical and physical **surveillance**, polygraph examination, **forensic** identification services, photographic laboratory services and technical identification units coordination, to **criminal** investigations conducted by other branches and field units of the Ontario Provincial Police (OPP). The same specialized services are available to municipal police forces, other ministries and enforcement agencies, on request.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES  
OPERATIONAL POLICY AND PLANNING BRANCH

90 Harbour St.  
Toronto M7A 2S1  
416-314-4312  
Fax 416-314-4317

Operational Policy and Planning Branch supports the goals, objectives and values of the Ontario Provincial Police (OPP) and the Ministry by providing a comprehensive, consultative, coordinative, responsive and timely research and development capability in the areas of strategic and tactical planning, policy and procedures, **statistical** information services and **library** information services.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES  
RECORDS AND REGISTRATION BRANCH  
CHIEF PROVINCIAL FIREARMS OFFICE

125 Lakeshore Blvd. E.  
Toronto M7A 2S1  
416-314-0934  
Fax 416-325-3272

Mailing Address:  
90 Harbour St.  
Toronto M7A 2S1

The Chief Provincial Firearms Officer, who represents the Solicitor General in all **firearms** matters, administers Canada's gun control program in Ontario. Responsibilities include operating the **Firearms Business Permit System** (inspection and **licensing** of all outlets buying, selling or manufacturing restricted and non-restricted weapons and **ammunition**); coordinating the **Firearms Acquisition Certificate System** (FAC) for the province; and inspecting **shooting clubs, ranges** and **museums** that have applied for the Solicitor General's approval pursuant to the Criminal Code (Canada). The office is also responsible for issuing **permits** to carry restricted weapons in Ontario, as outlined in the Criminal Code (Canada). Firearms acquisition certificates and permits to **transport** restricted weapons are issued by municipal police forces in municipalities with populations exceeding 15,000. In smaller communities, this function is the responsibility of the local Ontario Provincial Police (OPP) Detachment, listed under the OPP Field Districts entry.

The office administers the 1991 federal legislation of controlling all persons and companies that manufacture, handle, distribute, transport, refurbish, import and export weapons defined as prohibited under the Criminal Code.

Under the new legislation, effective 1992, the office is responsible for the provincial FAC processing centre, over-capacity magazine shooting competitions and designating every over-capacity magazine shooter in Ontario.

This office provides provincial firearms guidelines to meet the needs of the National Firearms Manual to police services, dealers, clubs, and other interested firearms and sporting groups.

Records and Registration Branch  
Chief Provincial Firearms Office  
937 Teron Rd., P. O. Box 13490  
**Kanata K2K 1X6**  
613-592-6061  
Fax 613-592-2982  
(Ottawa Unit)

Records and Registration Branch  
Chief Provincial Firearms Office  
823 Exeter Rd.  
**London N6E 1W1**  
519-685-3713  
Fax 519-685-5653  
(London Unit)



Records and Registration Branch  
Chief Provincial Firearms Office  
740 Great Northern Rd.  
Box 399

Sault Ste. Marie P6A 5M1  
705-942-5151  
Fax 705-759-7940  
(Sault Ste. Marie Unit)

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES  
RECORDS AND REGISTRATION BRANCH  
PRIVATE INVESTIGATORS AND SECURITY GUARDS SECTION  
125 Lakeshore Blvd. E.  
Toronto M7A 2S1  
416-965-5814  
Fax 416-325-3270

Mailing Address:  
90 Harbour Street  
Toronto M7A 2S1

This office administers and enforces the provisions of the Private Investigators and Security Guards Act. This section processes the applications for the **licensing** of persons and agencies that provide the services of private **investigators** and **security** guards. It also operates Investigative Unit (965-5001) and Registrar's Office (965-3038) that investigate complaints, inspections and hearings under the **Private Investigators and Security Guards Act**.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES  
RECORDS AND REGISTRATION BRANCH  
RECORDS SECTION  
90 Harbour St.  
Toronto M7A 2S1  
416-965-4456  
Fax 416-963-3455

The Records Section maintains administrative files, and provides central operational support to the OPP and other government agencies. This section operates a mail distribution centre (965-4437), administrative records centre (965-4437), printing operation centre (965-4437), microfilm operation centre (965-6441), persons inquiry service (965-6441), and publishing desk (965-6441).

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES  
SYSTEMS SUPPORT BRANCH

90 Harbour St.

Toronto M7A 2S1

416-314-2877 Administrative Services / Systems Implementation

416-314-0750 Telecom. Operations

416-314-2898 Data Processing

Fax 416-314-2883 Admin. Services

Fax 416-314-2873 Telecom. Operations

The Systems Support Branch provides operational support to the Ontario Provincial **Police** (OPP), and other law enforcement agencies, through the maintenance, operation and delivery of computing and telecommunications equipment, user programs and related support services.

Systems Implementation provides for the Ontario Municipal and Provincial Police Automation Cooperative (OMPPAC) implementation, support and training for the OPP.

Telecommunications Operations' responsibilities are: receive and distribute information about major occurrences to GHQ Communications Centre and duty NCO office, 24 hours per day; coordinate the movement of **Canadian Police Information Centre (CPIC)** terminals and conduct the internal audit of CPIC.

Data Processing Services records and disseminates operational, statistical and management information to the OPP and approved functions within the Ministry.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES  
TRAINING BRANCH, PROVINCIAL POLICE ACADEMY

Queen St. W. & McLaughlin Rd. S.

P. O. Box 266

Brampton L6V 2L1

905-459-4193

The Training Branch, **Provincial Police Academy**, is responsible for the design and delivery of **police** training courses (not otherwise provided by the Ontario Police College), including recruitment orientation, skills training and management, to all levels of the Ontario Provincial Police (OPP) Force. The branch also offers a wide range of specialized training courses on tactics, search and rescue, marine, crowd management, scuba, motorcycles, explosives disposal, and police dogs; gives in-service lectures for field personnel; and coordinates the attendance of all members at training courses conducted by other agencies. The Academy has a **library** service for members, and an **audio-visual** unit which produces a variety of programs for the OPP. In addition, the Training Branch ensures that Ontario Government priorities such as multiculturalism, employment equity and other programs, are immediately reflected in existing training courses and/or seminars.

ONTARIO PROVINCIAL POLICE DEPUTY COMMISSIONER - SERVICES  
TRANSPORT AND SUPPLY BRANCH

128 Queen's Quay E.

Toronto M5E 1T8

416-965-4477 Transport

416-965-4485 Supply

Fax 416-324-4480 Transport

Fax 416-324-6792 Supply

Fax 416-965-4102 Vehicle Control

The Transport and Supply Branch provides and maintains mobile equipment to meet Ontario Provincial **Police (OPP) transportation** needs. A branch garage is located at the OPP district headquarters in Thunder Bay (807-344-6831). For addresses of OPP district headquarters, see the OPP Field Districts entry. Transport and Supply Branch also stocks and distributes uniforms, equipment, and forms used by the Ontario Provincial Police, the **Ontario Government Protective Service**, First Nations policing and auxiliary police.

PROFESSIONAL STANDARDS BRANCH

90 Harbour St.

Toronto M7A 2S1

416-314-0720

The Professional Standards Branch assists the Commissioner in administering internal **employee** issues, discipline procedures, and resolution of **public complaints** (965-0282) relating to Ontario Provincial Police employees, auxiliary **police** members, **Ontario Government Protective Service** employees and First Nations constables. The branch also investigates **Police Services Act** offences (965-1419), prepares Police Services Act **trials**, and administers the OPP honours and **awards** program (965-4406).

AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). An agency of the former Ministry of Correctional Services is listed below.

ONTARIO BOARD OF PAROLE

2195 Young St., Ste. 201

Toronto M4S 2B1

416-325-4480

The Ontario Board of **Parole** has jurisdiction over all offenders who are serving sentences of two years less a day in provincial institutions.

The Chair, Ontario Board of Parole, is responsible for the overall administration of the Board. An Executive Vice Chair and five Regional Vice Chairs are responsible to the Chair for all Board decisions and for the total operation of the regions.

Ontario Board of Parole  
West Central Region  
35 Crawford Cres., Block D, Ste. 5  
**Campbellville** L0P 1B0  
905-854-2211  
Fax 905-854-0682

Ontario Board of Parole  
Western Region  
785 York Rd.  
P. O. Box 1716  
**Guelph** N1H 6Z9  
519-837-6320  
Fax 519-837-6324

Ontario Board of Parole  
Eastern Region  
1055 Princess St., Ste. 307  
**Kingston** K7L 1H3  
613-545-4470  
Fax 613-547-3640

Ontario Board of Parole  
Northern Region  
128 Larch St., Ste. 502  
**Sudbury** P3E 5J8  
705-675-4227  
Fax 705-671-2980

Ontario Board of Parole  
Chairs's Office  
2195 Young St., Ste. 201  
**Toronto** M4S 2B1  
416-325-4480  
Fax 416-325-4485

Ontario Board of Parole  
Central Region  
2195 Yonge St., Ste. 204  
**Toronto** M4S 2B1  
416-963-0880  
Fax 416-484-6522

#### ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES

25 Grosvenor St., 9th Flr.  
Toronto M7A 2H3  
416-965-6071  
Fax 416-963-2089

The Ontario Civilian Commission on Police Services has quasi-judicial powers in matters dealing with **police** discipline and misconduct.

#### ONTARIO POLICE ARBITRATION COMMISSION

25 Grosvenor St., 1st Flr.  
Toronto M7A 1Y6  
416-314-3520  
Fax 416-314-3522

Under the **Police Services Act**, the Ontario Police Arbitration Commission monitors and evaluates the effectiveness of the **police arbitration** system, and makes recommendations for its improvement.

#### ACTS

##### ACTS

The Ministry of the Solicitor General and Correctional Services is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's communications branch.

Anatomy Act  
Coroners Act

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Egress from Public Buildings Act

Emergency Plans Act, 1983

Fire Accidents Act

Fire Departments Act

Fire Fighters Exemption Act

Fire Marshals Act

Hotel Fire Safety Act

Lightning Rods Act

Ministry of Correctional Services Act

Ministry of the Solicitor General Act

Ontario Society for the Prevention of Cruelty to Animals Act

Police Services Act, 1990

Private Investigators and Security Guards Act

Public Works Protection Act

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# MINISTRY OF TRANSPORTATION

1201 Wilson Ave.  
Downsview M3M 1J8

The Ministry of Transportation is responsible for the establishment of an integrated transportation system that incorporates all modes of transportation and fosters the safe and efficient movement of both people and goods.

The Ministry develops an integrated, safe, and responsive transportation plan for the Province of Ontario; enhances and protects the environment; contributes to the development of all regions by providing access and improved local decision making; stimulates the economy and creates jobs; ensures value for money; and maximizes safety.

The Ministry of Transportation plans, designs, builds and maintains Ontario's highway system and provides subsidies and technical assistance to municipalities for road construction and maintenance. The Ministry is also responsible for driver licensing and all aspects of motor vehicle licensing and safety.

The Ministry provides transit subsidies for both capital and operating expenditures to municipalities across the province; promotes and provides funding for transportation for people with disabilities; plays an advocacy role representing Ontario business and industries in areas normally covered by federal jurisdiction or regulations, such as the marine, air, rail and road industries; and supports the development of new transportation technologies.

The Ministry funds and operates 50 municipal airports throughout the province and 25 remote airports in Northern Ontario where air travel is often the only mode available to inaccessible areas of the province. The Ministry is also responsible for the maintenance and operation of ferry services at key points in the Great Lakes system.

## DEPUTY MINISTER'S OFFICE

### COMMUNICATIONS AND PUBLIC EDUCATION BRANCH

1201 Wilson Ave., West Tower  
Downsview M3M 1J8  
416-235-4862

The Communications and Public Education branch establishes communications policy for the Ministry, advises other areas of the Ministry on communications issues and provides communications support to the Minister and Deputy Minister. Branch responsibilities include: Informing the public, client groups and the media about the Ministry's activities in French and English; liaising with the media; and producing and distributing audio-visual materials.

The branch also originates and coordinates programs and projects stressing **safety** in the operation of cars and commercial **vehicles, motorcycles**, mopeds, bicycles, **snowmobiles** and **school buses**. Activities include developing and distributing school safety materials and **seat belt** information.

**COMMUNICATIONS AND PUBLIC EDUCATION BRANCH  
PUBLISHING MANAGEMENT OFFICE**

1201 Wilson Ave., East Bldg.  
Downsview M3M 1J8  
416-235-4367

The Publishing Management Office provides corporate leadership and direction in the management of document publication. Office responsibilities include: the management of document design, production and distribution facilities for the publication of critical and/or sensitive documents, making available to the Ministry offices the services for the management of creative resources ensuring effectiveness and efficiency in the design of documents, and consistent implementation of publication policies, standards and procedures. The office also provides reproduction and distribution management services to the Ministry ensuring high standards of service and effective use of resources.

The office develops and implements records management standards and procedures within the context of Ministry publishing policies, standards and procedures, including government policy and legislation, e.g. the Freedom of Information and Protection of Privacy Act and the Archives Act.

**CUSTOMER SERVICE BRANCH**

1201 Wilson Ave., East Bldg.  
Downsview M3M 1J8  
416-235-4686  
Fax 416-235-5104  
1-800-268-4686 (Toll-free)

The Customer Service Branch works in partnership with all programs and regional offices of the Ministry to ensure the integration of customer service excellence with Ministry policies, programs and processes.

The branch's Service Excellence Group supports the assessment of existing services and service approaches relative to public needs and expectations, identifies and encourages the implementation of new techniques and technologies that improve customer service and lead to customer satisfaction, and identifies and facilitates the sharing of information and developments relating to customer service and service excellence throughout the Ministry.

The branch develops links with organizations and agencies involved in customer service and total quality management, particularly among those relating to transportation issues. The MTO Library and Information Centre collection at 1201 Wilson Avenue, Central Building includes management/customer service books, reports and video and audio tapes.

The branch is responsible for administering the Ministry's employee reward and recognition programs: Ideas and Valuable Individual Performer (VIP).

**CUSTOMER SERVICE BRANCH**  
**FREEDOM OF INFORMATION, PRIVACY AND OMBUDSMAN OFFICE**  
 East Bldg., Main Floor, Rm. 201  
 1201 Wilson Ave.  
 Downsview M3M 1J8  
 416-235-4607  
 Fax 416-235-5267

The Freedom of Information and Protection of Privacy Office responds to requests for information made by the public under the Freedom of Information and Protection of Privacy Act; monitors implementation of government's policy on the protection of individual privacy (personal information) within the Ministry; responds to enquiries from the Ombudsman Ontario; and provides information to the public through the FOI **reading room** located in the Ministry library at 1201 Wilson Avenue.

**CUSTOMER SERVICE BRANCH**  
**FRENCH LANGUAGE SERVICES OFFICE**  
 1201 Wilson Ave., 6th Flr., West Tower  
 Downsview M3M 1J8  
 416-235-4547

The French Language Services Office assists in the planning and delivery of customer services in French; coordinates and monitors the Ministry's provision of French language services; and reviews, develops and implements Ministry policies and procedures regarding services in French.

**CUSTOMER SERVICE BRANCH**  
**MTO INFO**  
 1201 Wilson Ave., East Bldg.  
 Downsview M3M 1J8  
 416-235-4686

MTO INFO is responsible for ensuring the effective distribution of Ministry products and information. MTO INFO includes: the Map Sales Unit (235-4MTO(4686) or 1-800-268-4MTO(4686) which markets Ministry maps including Ontario **road maps** as well as selected Ministry **manuals**, the Central Registry (235-4339) which makes available **transportation** related contract drawings and plans (engineering, local roads, patrol yard, etc.) as well as other transportation related documentation (work orders, design criteria, etc.), the Highway Information Service (English 235-1110; French 235-3941; toll-free 1-800-268-1376) and cellular **\*ROAD** which operates a year-round telephone reporting service on the condition of roads and **highways** in Ontario. For local road information, contact the Ministry's regional or district offices listed under the Operations Division entry. The Highway Information Service also publishes road bulletins and other road conditions material. Persons with hearing disabilities who have access to the teletype (TDD) network device can call 235-4902.



**CUSTOMER SERVICE BRANCH****MTO LIBRARY**

Central Bldg.  
1201 Wilson Ave., Rm. 129  
Downsview M3M 1J8  
416-235-4546  
Fax 416-235-4915

MTO Library provides reference and information services to the Ministry and its agencies. Limited service is provided to other Ministries, federal, provincial and municipal agencies, researchers, consultants and the general public.

MTO Library is the designated **reading room** and provides public access to Ministry **publications**, manuals and internal procedures. The collection includes electronic, print and audiovisual materials in subject areas that relate to the Ministry's areas of responsibility, including research reports, standards, specifications, annual reports and conference proceedings. Special collections include all Transportation Research Board publications, American Association of State Highway and Transportation Officials (AASHTO) reports, American Society for Testing Materials (ASTM) standards and reports, Statistics Canada reports (microfiche), and the Society of Automotive Engineers (SAE) publications.

MTO Library services include: electronic searching for materials, acquisition and on-demand photocopying (Ministry only), inter-library loan, and publication of the current awareness bulletins "Library News", video update and "Journal Contents" which advertise the library's latest acquisitions.

**EMPLOYMENT EQUITY OFFICE**

1201 Wilson Ave., W. Tower, 1st Flr.  
Downsview M3M 1J8  
416-235-3836

The Employment Equity Office provides advice and consultative expertise to Ministry staff in the development of a broad range of initiatives designed to improve the labour force status of members from designated groups and support their full participation in the workplace. This includes special activities to diversify the occupational distribution of aboriginal peoples, francophones, persons with disabilities, racial minorities and women.

**INTERNAL AUDIT BRANCH**

1201 Wilson Ave., 7th Flr. West Tower  
Downsview M3M 1J8  
416-235-4330

The Internal Audit Branch provides audit services to management within the Ministry by conducting: comprehensive reviews and appraisals of financial and management controls; reviews and appraisals of existing electronic information systems and the development of new systems; investigations of suspected fraud, wrongdoing or other issues.

**LEGAL SERVICES BRANCH**

1201 Wilson Ave., East Bldg.  
Downsview M3M 1J8  
416-235-4408  
Fax 416-235-4924

This branch provides the Ministry with legal services, including advice on **driver** and **vehicle** licensing matters (235-4408). The branch provides advice to the Ministry on the interpretation of statutes and regulations and assists in the preparation and review of proposed legislation, regulations and other legal documents such as contracts. It also coordinates Ministry prosecutions and litigation, participates in the settlement of claims and appears before administrative tribunals. The branch is staffed by the Ministry of the Attorney General. One member of the branch is located at the Ministry's Eastern Region at Kingston (613-545-4720).

**ASSISTANT DEPUTY MINISTER - CORPORATE SERVICES****FINANCIAL PLANNING AND EVALUATION BRANCH**

1201 Wilson Ave., 6th Flr., West Tower  
Downsview M3M 1J8  
416-235-4224

The Financial Planning and Evaluation Branch provides the Ministry with financial direction, planning, management and accounting services and serves as financial liaison with Management Board and Treasury Board, the Provincial Auditor, and other Ontario Government ministries and agencies. The branch is organized into five main function areas: Corporate Budget, General Corporate Accounting (including payroll, accounts payable, and revenue), Regional Accounting functions for head office, Corporate Financial Systems and Corporate Claims (including insurance claims against the government and claims by the Crown).

**FINANCIAL PLANNING AND EVALUATION BRANCH****PRIORITY AND FUNDING DEVELOPMENT OFFICE**

1201 Wilson Ave., 6th Flr., West Tower  
Downsview M3M 1J8  
416-235-4028  
Fax 416-235-5277

The Priority and Funding Development Office establishes funding strategies and priorities for various transportation modes (highway, GO transit, municipal transit, municipal roads, and aviation) to reflect government objectives/policies and long term transportation system needs. The Office also secures sufficient funding from the government, and makes appropriate allocations to various modes.

### HUMAN RESOURCES BRANCH

1201 Wilson Ave., 1st Flr., West Tower  
Downsview M3M 1J8  
416-235-3841

The Human Resources Branch provides consulting services to head office line managers and functional leadership to Regional personnel staff in all matters relating to human resource management.

The branch's functions include establishing human resource management policies and procedures; implementing new initiatives; directing workplace innovation strategies; designing, implementing and managing a workforce planning function; developing programs to encourage the practice of good health and safety habits in the work place; training and development of management and staff; providing input to collective agreement on matters affecting working conditions.

It also provides administrative service regarding employee benefits and group insurance, classification, staffing, employee relations, pay administration, redeployment and retraining services.

### INFORMATION SYSTEMS BRANCH

1201 Wilson Ave., 2nd Flr., West Tower  
Downsview M3M 1J8  
416-235-3933 (General Information)  
416-235-5679 (Planning & Client Support-Help Desk)

The Information Systems Branch is responsible for the development of the information resource environment that supports the delivery of the Ministry's business.

The branch manages the development of strategic and operational information technology plans that define how the Ministry will use information technology to achieve business objectives.

Information Systems Branch is responsible for the development and operation of the Ministry's technical architecture that links all Ministry offices across the province. This facility will provide a common base for computer communications, a common applications development environment, and will facilitate the sharing of information through administrative, transportation and engineering systems. The branch also develops and maintains ministry-wide systems and data bases, as well as policies, standards and guidelines for the management of information technology.

Other services to the Ministry include consulting, information technology training, data security coordination, data administration and technical support for hardware, software and the data communications network.

The branch consists of three offices: Planning and Client Support, Technology Management and Information and Applications Management.

**PROGRAM EVALUATION OFFICE**

East Bldg., Lower Level  
1201 Wilson Ave.,  
Downsview M3M 1J8  
416-235-5270

The Program Evaluation Office conducts reviews of Ministry programs and activities to assess effectiveness and efficiency and recommends changes in policies and operations.

**SUPPLY AND SERVICES BRANCH****CORPORATE FACILITIES MANAGEMENT PLANNING SECTION**

1201 Wilson Ave., Central Bldg., Rm. 142  
Downsview M3M 1J8  
416-235-3766  
Fax 416-235-3923

Corporate Facilities Management Planning Section provides corporate accommodation and telecommunications planning, policy development and maintenance as well as develops and administers the Ministry's Energy Efficiency Program.

**SUPPLY AND SERVICES BRANCH****CORPORATE OPERATIONS OFFICE**

1201 Wilson Ave., Central Bldg., Rm. 130  
Downsview M3M 1J8  
416-235-4898  
Fax 416-235-4846

The Corporate Operations Office comprised of four main sections: Fleet Administration plans, promotes and administers a government-wide program to enhance the management of the **government's motor vehicle fleet** and to reduce the government vehicle transportation costs; Corporate Materials Management (235-3765, Fax 235-3923) provides corporate procurement and inventory planning, purchases of all vehicles/ equipment, petroleum products, tires and establishes consolidated purchasing contracts; General Purchasing (235-3748, Fax 235-4846) provides procurement and warehousing services for Head Office, as well as major common purchases for the Ministry. Planning, Development and Tenders (235-3780, Fax 235-3844) provides a consolidated financial, systems planning and development, human resources support service to the branch; **public tendering service** for Head Office engineering and supply contracts. This office is also responsible for the existing, planning and negotiation of **service centres** on Highway 400 and 401; monitors food services within the Downsview complex (235-3776, Fax 235-3923); develops, promotes and markets environmental initiatives (235-4940, Fax 235-3923); and provides equipment repair and testing service (235-3958, Fax 235-3844).

The branch has a publication available on "Selling to Government".



**SUPPLY AND SERVICES BRANCH  
OFFICE SERVICES, HEAD OFFICE REGION**

East Bldg., Rm. 180  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-4333  
Fax 416-235-4845

Office Services, Head Office Region plans and delivers a range of services such as telecommunication/ accommodation, parking, security, boardroom reservation, movable asset management and postal distribution services (235-4368, Fax 235-4853).

**ASSISTANT DEPUTY MINISTER - SAFETY AND REGULATION**

**BUSINESS AND TECHNOLOGY INTEGRATION GROUP**

1201 Wilson Ave., Main Flr., Rm.113, East Bldg.  
Downsview M3M 1J8  
416-235-3600

The Business and Technology Integration Group is responsible for portfolio management support for safety and service initiatives, the development of business/ technology strategies, market research and business case development within the Safety and Regulation Division.

**BUSINESS SERVICES OFFICE**

1201 Wilson Ave., Main Flr., East Bldg., Rm. 173  
Downsview M3M 1J8  
416-235-5344  
Fax 416-235-5211

This office's mandate is to develop and manage business and resource planning, priority setting and evaluation processes and systems for the Safety and Regulation Division by: monitoring the use of resources to ensure efficient and effective service and taking corrective action when required; undertaking financial and human resource assessment and development activities; and by supporting the division planning committee activities and the division head in the strategic management and communication of the business plan and priorities.

**COMPLIANCE BRANCH  
CARRIER CONTROL OFFICE**

1201 Wilson Ave., Main Flr., East Bldg.  
Downsview M3M 1J8  
416-235-4479

The Carrier Control Office investigates purported contraventions under the Motor Vehicle Transport (federal), Truck Transportation (provincial), Public Vehicles (provincial) and Highway Traffic Acts. It monitors the operational performance of truck and bus operations through the Commercial Vehicle Operator Record and initiates control and sanction proceedings against offenders for the aforementioned Acts. The Enforcement Liaison Section monitors commercial vehicle enforcement programs and acts as a focal point for **National Safety Code** initiatives and relations with other jurisdictions.

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## COMPLIANCE BRANCH

## CARRIER LICENSING OFFICE

1201 Wilson Ave., Main Flr., East Bldg.

Downsview M3M 1J8

416-235-4493

1-800-387-7736/7 (Toll-free)

The Carrier Licensing Office administers the Public Vehicles Act, the Truck Transportation Act and the **Motor Vehicle Transport Act**, 1987. The office issues operating licences under the **Public Vehicles Act (PV)**, e.g.: bus and charter bus operations, and "for-hire" **trucking** including load broker certificates under the **Truck Transportation Act (TTA)**. These operating licenses are necessary for buses and trucks operating in a "for-hire" environment beyond municipal boundaries. The office also administers the issuance of operating **licenses** for "for-hire" bus and truck operations under the Motor Vehicle Transport Act (Canada) 1987. This Act covers for-hire transportation across the provincial boundaries, including corridor movements through the province.

In addition, the office issues licenses under the Highway Traffic Act to Motor Vehicle Inspection Stations and registers mechanics to inspect vehicles in the class authorized. Permits for oversize and overdimensional vehicles are also issued by the office.

The issuance of **Commercial Vehicle Operator Registration Certificates** is also controlled by this office. These certificates are issued under the authority of the **Highway Traffic Act**.

Applications for a **cartage** licence to transport goods within the boundaries of a municipality should be made to the Clerk's Office of that municipality.

## COMPLIANCE BRANCH

## OPERATIONAL POLICY AND STANDARDS OFFICE

West Bldg., 2nd Flr., Rm. 212

1201 Wilson Ave.

Downsview M3M 1J8

416-235-3568

The Operational Policy and Standards Office promotes the uniform delivery of safety programs for the **truck** and bus industry, the public and the Ministry's enforcement staff by providing education, direction and technical expertise.

The Office develops and implements regulations, policies/procedures and field training in support of the Ministry's commercial vehicle safety and regulatory enforcement activities. The office has policy responsibility for the province-wide network of **motor vehicle** inspection stations, highway inspection stations, the **transportation** of dangerous goods, the National Safety Code and the Commercial Vehicle Safety Alliance.

COMPLIANCE BRANCH  
VEHICLE STANDARDS OFFICE

West Bldg., 2nd Flr., Rm. 206  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-3587

The Vehicle Standards Office provides consulting services to the Ministry, other government agencies and the public on **vehicle**-related legislation and regulations, vehicle safety standards, and vehicle performance and handling characteristics.

COMPLIANCE BRANCH  
VEHICLE WEIGHT REVIEW PROJECT OFFICE

1201 Wilson Ave., East Bldg., Rm. 1-114  
Downsview M3M 1J8  
416-235-5316

The Vehicle Weight Review Project Office will be examining legislation, regulations and operational policies pertaining to commercial vehicles with a view to developing user-friendly and forward-looking legislation which will address Ontario's needs for improved highway safety.

LICENSING AND CONTROL BRANCH

1201 Wilson Ave., East Bldg.  
Downsview M3M 1J8

The Licensing and Control Branch regulates qualifications and performance, and maintains licensing, registration and conviction records for **drivers** and **vehicles**. The branch also provides driver and vehicle **information** to the public, the courts and law enforcement agencies. For inquiries concerning vehicle licensing, driver control (suspensions, demerit points), driver **licensing** (renewals, change of address), and the Canadian Agreement on Vehicle Registration call 235-2999, or contact the nearest regional or district Drivers and Vehicles Office (see Operations Division, Drivers and Vehicles Office).

ONTARIO ROAD SAFETY TASK FORCE

East Bldg., Main Flr.  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-5685

The Ontario Road Safety Task Force, established in February 1991, is responsible for developing the organizational, financial and business requirements to transfer the existing functions of the current Safety and Regulation Division to an arms length Road Safety Corporation. The task force is committed to involving all interested parties both externally and internally in the development and implementation of safety programs to make road safety a shared responsibility. **Publications** prepared by the task force to date is the **Ontario Road Safety Corporation brochure**.

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**SAFETY INFORMATION TECHNOLOGY BRANCH**

1201 Wilson Ave., Main Flr., East Bldg.

Downsview M3M 1J8

416-235-5681

The Safety Information Technology Branch provides information technology services to the operational units in the Safety and Regulation Division. This includes the development and maintenance of the driver, vehicle and carrier computer applications, support for the province-wide telecommunications network, business analysis, microcomputer development service, strategic planning and information resource management.

**SAFETY INFORMATION TECHNOLOGY BRANCH****EMERGING TECHNOLOGIES AND INFORMATION SYSTEMS OFFICE**

1201 Wilson Ave., Main Flr., East Bldg.

Downsview M3M 1J8

416-235-4517

The Emerging Technologies and Information Systems Office provides analysis, evaluation and implementation of information systems and emerging technologies which support the business strategies of the Safety and Regulation Division. The division's day to day operational systems are also maintained through this office's production control services and support of the on-line province wide data communication network.

**SAFETY INFORMATION TECHNOLOGY BRANCH****SYSTEMS DEVELOPMENT AND SUPPORT OFFICE**

1201 Wilson Ave., Main Flr., East Bldg.

Downsview M3M 1J8

416-235-4502

The Systems Development and Support Office provides new computer applications development, enhancements and support for the division's operational systems, incorporating full system development, life cycle support and project management.

**SAFETY INFORMATION TECHNOLOGY BRANCH****SYSTEMS PLANNING AND CONTROL OFFICE**

1201 Wilson Ave., Main Flr., East Bldg.

Downsview M3M 1J8

416-235-4511

The System Planning and Control Office provides information technology planning, contingency planning, data administration, data base administration, systems management and Application Development Support Services.

**SAFETY POLICY BRANCH****COMMUNITY SAFETY OFFICE**

1201 Wilson Ave., West Bldg., 2nd Flr.

Downsview M3M 1J8

416-235-3585

Fax 416-235-3633

The office develops community networks and liaison for delivery of road safety programs and monitors road safety activity through liaisons with stakeholders and other jurisdictions.



SAFETY POLICY BRANCH  
SAFETY MARKETING OFFICE

West Bldg., 2nd Flr.  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-3585  
Fax 416-235-3633

The office increases public awareness through the development of **road** safety education and awareness programs. It also develops marketing strategies to promote these programs.

SAFETY POLICY BRANCH  
SAFETY POLICY OFFICE

1201 Wilson Ave., 2nd Flr., West Bldg.  
Downsview M3M 1J8  
416-235-3585  
Fax 416-235-3633

The office promotes safety on Ontario's highways by coordinating **highway safety** activities in the public and private sectors. It develops, monitors and evaluates legislative, regulatory and policy initiatives designed to influence the qualification, behaviour and attitudes of all road users and the use of safety-related vehicle equipment. The legislation and regulation involves primarily the **Highway Traffic Act, Motorized Snow Vehicles Act, and Off Road Vehicles Act.**

SAFETY POLICY BRANCH  
SAFETY RESEARCH OFFICE

1201 Wilson Ave., West Bldg., 2nd Flr.  
Downsview M3M 1J8  
416-235-3585  
Fax 416-235-3633

The office conducts highway safety research, primarily in the driver behaviour area; disseminates highway safety policy information, data and research finding; and publishes the **Ontario Road Safety Annual Report.**

## OPERATIONS DIVISION

Operations Division is responsible across the province for: building and maintaining the provincial highway system; delivery of municipal road and transit subsidies; undertaking driver examination, vehicle inspection and highway carrier enforcement. This is done through the Resources Management Branch at head office and through 5 Regional Offices, 18 Engineering District Offices, and 15 Driver and Vehicle District Offices.

The 5 Regional Offices are responsible for route planning, design, construction and maintenance activities related to the provincial highway system; the field administration of the driver and vehicle responsibilities; and the delivery of the municipal road and municipal transit subsidies. These regional functions are described in more detail below.

The 18 Engineering District Offices manage the summer and winter maintenance of the provincial highway system and assist municipal authorities in developing and maintaining a system of roads and streets that meet municipal needs and are complementary to the provincial highways system. The district offices advise on construction and maintenance techniques, when requested, and authorize payment of Ministry **subsidy** funds to **municipalities**. In **unorganized territories**, **construction** or maintenance of local roads is carried out in cooperation with land owners. The district offices also provide **information** on the condition of provincial **roads** and **highways**, **permits** for entrances onto provincial highways. Permits for **advertising** signs and buildings/structures adjacent to the highway, are issued through the district offices.

The 15 Driver and Vehicle District Offices provide driver examination, vehicle inspection and highway carrier enforcement functions. The offices hold driver examination tests for various classifications of **drivers** of **motor vehicles**, including **motorcycles**, and for driver education instructors. Drivers **licenses** are issued at 64 full-time centres and 98 travel points. Offices throughout the province conduct demerit system and driver improvement interviews. The vehicle inspection function involves inspection of commercial motor vehicles, monitoring of **school** and non-commercial **bus** inspection, issuance of **safety** standard certificates, and operation of portable and permanent inspection lanes. Highway carrier officials inspect commercial motor vehicles for compliance with weight and licence legislation. Oversize/overweight **permits** are issued in districts on an annual project and single-trip basis.

The 5 Regional Offices, 18 Engineering District Offices, and 15 Driver and Vehicle District Offices are listed below. The 64 full-time driver examination centers are also listed.

## CENTRAL REGION

### Burlington District

P. O. Box 5020

1182 North Shore Blvd. E.

**Burlington L7R 3Z9**

905-637-5625

### Regional Office

1201 Wilson Ave., Atrium Tower

**Downsview M3M 1J8**

416-235-4686

If long distance dial

1-800-268-0637 (Toll-free) (General Information)

1-800-268-1376 (Toll-free) (Road Information)

1-800-268-1387 (Toll-free) (Winter Conditions)

### Toronto District

1201 Wilson Ave., Atrium Tower

**Downsview M3M 1J8**

416-235-5385

### Port Hope District

P. O. Box 150

138 Hope St. N.

**Port Hope L1A 3W3**

905-885-6381

## EASTERN REGION

Bancroft District  
 P. O. Box 300  
 64 Monck Rd.  
**Bancroft K0L 1C0**  
 613-332-3220  
 If long distance ask Operator for  
 Zenith 83580 (Toll-free)  
 (General & Road Information)

Kingston District  
 P. O. Box 4000  
 355 Counter St.  
**Kingston K7L 5A3**  
 613-544-2220

Regional Office  
 P. O. Box 4000  
 355 Counter St.  
**Kingston K7L 5A3**  
 613-544-2220  
 If long distance dial  
 1-800-267-0295 (Toll-free) (General  
 Information)  
 1-800-267-0284 (Toll-free) (Road  
 Information)

Ottawa District  
 530 Tremblay Rd.  
**Ottawa K1G 0E4**  
 613-745-6841

## NORTHERN REGION

Cochrane District  
 P. O. Bag 5000  
 50 Third Ave.  
**Cochrane P0L 1C0**  
 705-272-4333

Huntsville District  
 207 Main St.  
**Huntsville P0A 1K0**  
 705-789-2391

New Liskeard District  
 P. O. Box 1390  
 500 Rockley Rd.  
**New Liskeard P0J 1P0**  
 705-647-6761

North Bay District  
 P. O. Box 3030  
 447 McKeown Ave.  
**North Bay P1B 8L2**  
 705-472-7900

Regional Office  
 P. O. Box 3030  
 447 McKeown Ave.  
**North Bay P1B 8L2**  
 705-472-7900  
 If long distance dial  
 1-800-461-9547 (Toll-free) (General  
 Information)  
 1-800-461-9523 (Toll-free) (Road  
 Information)

Sudbury District  
 P. O. Box 7000, Station "A"  
 McFarlane Lake, Hwy. 69 S.  
 Government Office Rd.  
**Sudbury P3A 4S2**  
 705-522-9380

## NORTHWESTERN REGION

Kenora District  
 P. O. Box 5070  
 808 Robertson St.  
**Kenora P9N 3X9**  
 807-468-2740

Sault Ste. Marie District  
 P. O. Box 500  
 160 McDougall St.  
**Sault Ste. Marie P6A 5M6**  
 705-942-8120

Regional Office  
 P. O. Box 1177, Station "F"  
 615 James St. S.  
**Thunder Bay P7C 4X9**  
 807-473-2000  
 If long distance dial  
 1-800-465-6941 (Toll-free) (General  
 Information)  
 1-800-465-6943 (Toll-free) (Road  
 Information)

Thunder Bay District  
 P. O. Box 1177  
 615 James St. S.  
**Thunder Bay P7C 4X9**  
 807-473-2043

## **SOUTHWESTERN REGION**

Chatham District  
 P. O. Box 910  
 60 Keil Dr.  
**Chatham N7M 5L3**  
 519-354-1400

Owen Sound District  
 P. O. Box 520  
 1450 Seventh Ave. E.  
**Owen Sound N4K 5R1**  
 519-376-7350

London District  
 P. O. Box 5338, Postal Station D  
 659 Exeter Rd.  
**London N6A 5H2**  
 519-681-1441

Stratford District  
 P. O. Box 8  
 581 Huron St.  
**Stratford N5A 6S8**  
 519-271-3550

Regional Office  
 P. O. Box 5338, Postal Station D  
 659 Exeter Rd.  
**London N6A 5H2**  
 519-681-1441  
 If long distance dial  
 1-800-265-6072 (Toll-free) (General  
 Information)  
 1-800-265-6070 (Toll-free) (Road  
 Information)

## **OPERATIONS DIVISION ADMINISTRATIVE SERVICES**

Regional and district offices provide financial, human resources, purchasing and supply, and support services to all program staff operating out of regional/district and field offices. These services include payroll and related items; processing accounts for payment; maintaining cost records and budgets; recovery of expenditures (e.g. shareable work, damage to Crown property); purchasing goods and/or services and stockkeeping; supply and service tenders; communications (telephone, teletype); recruitment, classifications, counselling of staff, etc.; newspaper advertising; secretarial support, furniture and office equipment ordering; and record maintenance. See this Ministry's Operations Division entry for a list of regional and district offices.



## OPERATIONS DIVISION CONSTRUCTION OFFICE

Through five Regional Construction Offices, the Ministry administers and supervises contacts for the **construction** of new **highway** facilities and for rehabilitation and upgrading of the existing highways. These offices are located at the five regional offices listed under this Ministry's Operations Division entry.

## OPERATIONS DIVISION DRIVERS AND VEHICLES OFFICE

The Drivers and Vehicles Office provides driver examination, vehicle inspection and highway carrier enforcement programs through five regional and 15 district offices in the province.

### CENTRAL REGION

#### District Offices

Bus & Truck Operations  
905-561-5924

Bus and Truck Operations Safety  
Inspection of Vehi

Driver Licensing  
905-793-4340

Driver Licensing  
416-325-8586

Driver Licensing  
905-561-5924

Driver Licensing Bus and Truck  
Operations

Oversize/Overweight Permits  
905-793-4345

Oversize/Overweight Permits  
905-561-5924 Hamilton  
905-646-7529 St. Catharines

Safety Inspection of Vehicles  
905-885-2481

Safety Inspection of Vehicles  
905-561-5924

Vehicle Permits & Licences  
416-325-8666 Queen's Park

Vehicle Permits & Licences  
905-561-5924

John Rhodes Centre  
7900 Airport Rd.  
**Brampton** L6T 4N8  
905-793-4340

(Regional Municipalities of Halton and Peel)

Toronto District  
1448 Lawrence Ave. E.  
**North York** M4A 2V6  
416-325-8586  
(Regional Municipality of York & Metropolitan Toronto)

Oshawa Office  
67 Thornton Rd.  
**Oshawa** L1J 5Y1  
905-728-5890

Port Hope District  
138 Hope St. N.  
P. O. Box 150  
**Port Hope** L1A 3W3  
905-885-2481  
(Counties of Northumberland, Peterborough, Victoria and Regional Municipality of Durham)

**Hamilton District**  
 370 Kenora Ave. N.  
**Stoney Creek L8E 2W2**  
 905-561-5924  
 (County of Brant, the former County of  
 Haldimand & the Regional Municipalities  
 of Hamilton-Wentworth and Niagara)

## DRIVER EXAMINATION CENTRES

50 Bloomington St. W.  
**Aurora L4G 1M2**  
 905-727-1502  
 905-727-9331 Recording

64 Monck St., Box 300  
**Bancroft K0L 1C0**  
 613-332-4441

The Duckworth Plaza  
 353 Duckworth St.  
**Barrie L4M 3X8**  
 705-726-9093

220 Dundas St. E.  
**Belleville K8N 1E3**  
 613-962-8661/2

John Rhodes Driver  
 Examination Centre  
 7900 Airport Rd.  
**Brampton L6T 4N8**  
 905-793-4340

14 Holiday Inn Dr.  
 P. O. Box 1554  
**Brantford N3T 5V6**  
 519-756-5735/0290

2382 Parkdale Ave.  
**Brockville K6V 3G8**  
 613-342-9772/9

Towers Plaza  
 152 Plains Rd. W.  
**Burlington L7T 1E9**  
 905-632-5453

## Regional Office

Atrium Tower  
 1201 Wilson Ave.  
 For all areas dial  
**Downsview M3M 1J8**  
 1-800-268-7590 (Toll-free) Vehicle  
 Inquiry  
 1-800-268-0637 (Toll-free) General  
 Inquiry

261 Elgin St. N.  
 Box 123  
**Cambridge N1R 5S9**  
 519-623-0550

Court House  
**Cayuga N0A 1E0**  
 905-772-5302

62 Keil Dr. S.  
**Chatham N7M 3G8**  
 519-352-6154

154 Beech St.  
**Clinton N0M 1L0**  
 519-482-7831

50 Third Ave.  
 Bag 5000  
**Cochrane P0L 1C0**  
 705-272-4333

120 Tollgate Rd. W.  
**Cornwall K6J 5M3**  
 613-933-8921/2

479 Government Rd.  
 P. O. Box 3000  
**Dryden P8N 3B3**  
 807-223-3237

375 Station Rd.  
 Box 240  
**Espanola P0P 1C0**  
 705-869-4884

621 Mowat Ave.  
Box 536  
**Fort Frances** P9A 3M8  
807-274-6623

Victoria Grange Plaza  
25 Victoria Rd. N.  
**Guelph** N1E 5G6  
519-824-2790

Mountain Plaza, Store U  
673 Upper James St.  
**Hamilton** L9C 5R9  
905-389-2242/3

21 Nelson St.  
**Hawkesbury** K6A 1L4  
613-632-4638

207 Main St. W.  
Equipment Bldg.  
**Huntsville** P0A 1K0  
705-789-4170

6 Queen St.  
**Kapuskasing** P5N 1G7  
705-335-4290

808 Robertson St.  
Box 2250  
Ontario Government Bldg.  
**Kenora** P9N 3X8  
807-468-9715/5618

355 Counter St.  
**Kingston** K7L 5A3  
613-544-2220 Ext. 347

6 Tweedsmuir Rd.  
**Kirkland Lake** P2N 1H9  
705-567-7911

524 Belmont Ave. W.  
**Kitchener** N2M 5E3  
519-744-6340/1

89 Erie St. N.  
**Leamington** N8H 2Z7  
519-326-2581

Ontario Government Bldg.  
322 Kent St. W., Rm. 133  
**Lindsay** K9V 2Z9  
705-324-6431

659 Exeter Rd.  
Box 5338  
**London** N6A 5H2  
519-681-2501 (recording)  
519-681-2503 (direct Line)

578 King St.  
**Midland** L4R 4P3  
705-526-9471

500 Rockley Rd.  
Box 1209  
**New Liskeard** P0J 1P0  
705-647-5406

Stamford Green Plaza  
3483 Portage Rd. N.  
**Niagara Falls** L2J 2K5  
905-356-0742

447 McKeown Ave.  
Box 3030  
**North Bay** P1B 8L2  
705-472-7900 Ext. 329

1448 Lawrence Ave. E.  
**North York** M4A 2V6  
416-325-8586

177 Cross Ave.  
**Oakville** L6J 2W7  
905-845-5761

50 Fourth Ave., Ste. 3  
**Orangeville** L9W 1G6  
519-941-6861

I.G.A. Plaza  
404 Laclie St.  
**Orillia** L3V 4P5  
705-326-9293

67 Thornton Rd. S.  
**Oshawa** L1J 5Y1  
905-728-7616  
905-728-5890 (recording)

1570 Walkley Rd.  
**Ottawa** K1V 6P5  
 613-731-2744

1450 Seventh Ave. E.  
**Owen Sound** N4K 2Z1  
 519-376-2342/2343

513 Eganville Rd.  
**Pembroke** K8A 4E6  
 613-732-7041

749 Erskine Ave.  
**Peterborough** K9J 7Y6  
 705-745-9066

Rm. M1-20, Macdonald Block  
**Queen's Park, Toronto** M7A 2A2  
 416-325-8666

740 Stewart St. N.  
**Renfrew** K7V 3B9  
 613-432-4556

1362 Lambton Mall Rd., Ste. 4  
**Sarnia** N7S 5A1  
 519-542-7707/8

370 Lake St.  
**Sault Ste. Marie** P6B 3L1  
 705-254-4365/6

548 Queensway W.  
 Box 244  
**Simcoe** N3Y 4L1  
 519-426-6722

283 Brockville St.  
**Smiths Falls** K7A 1P5  
 613-283-2815

285 Bunting Rd., Unit #1  
**St. Catharines**  
 905-646-7529

370 Kenora Ave. N.  
**Stoney Creek** L8E 2W2  
 905-561-5924

581 Huron St.  
**Stratford** N5A 5T8  
 519-271-0961

200 Metcalfe St. E.  
**Strathroy** N7G 1P8  
 519-245-1020

Montrose Mall  
 782 LaSalle Blvd.  
**Sudbury** P3A 1X4  
 705-566-0316

615 James St. S.  
 Box 1177, Station "F"  
**Thunder Bay** P7C 4X9  
 807-475-4291  
 If long distance dial  
 1-800-465-5035 (Toll-free)

107 Concession St.  
**Tillsonburg** N4G 4W4  
 519-842-5739

83 Algonquin Blvd. W.  
**Timmins** P4N 2R4  
 705-264-5349

Trent Square  
 5 Stewart St.  
**Trenton** K8V 6H5  
 613-392-3346

220 Ridout St.  
**Walkerton** N0G 2V0  
 519-881-3400

11B Second Ave.  
 Box 497  
**Wawa** P0S 1K0  
 705-856-7086

A & P Plaza  
 325 Thorold St. W.  
**Welland** L3C 3W4  
 905-732-3132

449 Main St. E.  
**Winchester** K0C 2K0  
 613-774-2206

2090 Wyandotte St. E.  
**Windsor** N8Y 1E6  
 519-258-8312



Springbank Shopping Plaza  
212 Springbank Ave.  
**Woodstock** N4S 7R3  
519-539-2223

## **EASTERN REGION**

### **District Offices**

Bus & Truck Operations Safety Inspection  
of Vehicle

Driver Licensing  
613-731-1762

Oversize/Overweight Permits Vehicle  
Permits & Licensing  
613-731-6451

Kingston District  
355 Counter St.  
**Kingston** K7L 5A3  
613-544-2220  
(Counties of Lennox and Addington,  
Hastings, Prince Edward, Frontenac,  
Leeds and Grenville, Stormont, Dundas  
and Glengarry)

Ottawa District  
1570 Walkley Rd.  
**Ottawa** K1V 6P5  
613-731-3962  
(Counties of Lanark, Renfrew, Prescott,  
Russell and the Regional Municipality of  
Ottawa-Carleton)

### **Regional Office**

355 Counter St.  
**Kingston** K7L 5A3  
613-544-2220  
If long distance dial  
1-800-267-0295 (Toll-free) (switchboard)  
1-800-267-0293 (Toll-free) (driver &  
Vehicle)

## **NORTHERN REGION**

### **District Offices**

Bus & Truck Operations Safety Inspection  
of Vehicles

Driver Licensing  
705-566-0315

Driver Licensing  
705-264-5349

Oversize/Overweight Permits  
705-566-1414

North Bay District  
447 McKeown Ave.  
**North Bay** P1B 8L2  
705-472-7900  
If long distance dial  
1-800-461-9548 (Toll-free)  
(District of Parry Sound, Nipissing, the  
District Municipality of Muskoka & the  
Provisional County of Haliburton)

Sudbury District  
782 La Salle Blvd.  
**Sudbury** P3A 4V4  
705-566-0315  
(Sudbury, Manitoulin and Eastern part of  
Algoma District and the Regional  
Municipality of Sudbury)

Timmins District  
 83 Algonquin Blvd. W.  
**Timmins** P4N 2R4  
 705-264-5349  
 (Districts of Timiskaming and Cochrane)

### Regional Office

447 McKeown Ave.  
 P. O. Box 3030  
**North Bay** P1B 8L2  
 705-472-7900  
 If long distance dial  
 1-800-461-9548 (Toll-free)

## NORTHWESTERN REGION

### District Offices

Bus & Truck Operations  
 807-468-2780

Bus & Truck Operations Safety Inspection  
 of Vehicles  
 807-473-2021

Driver Licensing  
 807-468-2774

Driver Licensing Bus and Truck  
 Operations

Oversize/Overweight Permits  
 807-468-2781

Oversize/Overweight Permits  
 807-473-2040

Safety Inspection of Vehicles  
 807-468-2780

Safety Inspection of Vehicles  
 Oversize/Overweight  
 705-945-9395

Vehicle Licensing Driver Licensing  
 807-473-2122

Dryden Office  
 479 Government Rd.  
 P. O. Box 3000  
**Dryden** P8N 3B3  
 807-223-3237

Fort Frances Office  
 283 Church St.  
 P. O. Box 536  
**Fort Frances** P9A 1C7  
 807-274-6623

Kenora District  
 808 Robertson St.  
 Box 2250  
**Kenora** P9N 3X8  
 807-468-2774  
 (Districts of Kenora & Rainy River)

Sault Ste. Marie District  
 688 Second Line E.  
**Sault Ste. Marie** P6B 4K3  
 705-945-9393  
 (District of Algoma)

Thunder Bay District  
 615 James St. S.  
**Thunder Bay** P7C 4X9  
 807-473-2122  
 (District of Thunder Bay)

Wawa Office  
 25 Government Rd.  
 Box 710  
**Wawa** P0S 1K0  
 705-856-2394

**Regional Office**

615 James St. S.

Box 1177

**Thunder Bay P7C 4X9**

807-473-2122

If long distance dial

1-800-465-5032/3 (Toll-free) (Road  
Information)

1-800-465-5034 (Toll-free) (switchboard)

1-800-465-5035 (Toll-free) (drivers &  
Vehicles)**SOUTHWESTERN REGION****District Offices**

Bus &amp; Truck Operations

519-744-1129 Kitchener

519-482-5536 Clinton

519-376-1341 Owen Sound

705-739-6626 Barrie

Bus &amp; Truck Operations

519-681-1441 Ext. 240 London

519-268-8240 Putnam

519-842-5739 Tillsonburg

Driver Licensing

519-744-6340

Driver Licensing Bus &amp; Truck Operations

519-258-8312 Windsor

519-723-2227 Windsor

519-542-7709 Sarnia

Oversize/Overweight Permits

705-739-6622 Barrie

519-744-6340 Kitchener

Oversize/Overweight Permits

519-542-7707/8 Sarnia

519-258-8312 Windsor

Safety Inspection of Vehicles

519-744-1120

Safety Inspection of Vehicles

519-258-8312

Safety Inspection of Vehicles

Oversize/Overweight

Vehicle Permits &amp; Licences

519-681-1441

Kitchener District

524 Belmont Ave. W.

**Kitchener N2M 5E3**

519-744-1120

(Counties of Huron, Perth, Wellington,  
Bruce, Grey, Dufferin, Simcoe and the  
Regional Municipality of Waterloo)

London District

659 Exeter Rd.

**London N6A 5H2**

519-681-1441

If long distance dial

1-800-265-6073 (Toll-free) (Suspension  
Info)(Counties of Elgin, Oxford, Middlesex  
and the former County of Norfolk)

Windsor District

2090 Wyandotte St. E.

**Windsor N8Y 1E6**

519-258-8312

(Counties of Essex, Kent &amp; Lambton)

**Regional Office**

659 Exeter Rd.  
P. O. Box 5338, Postal Station D  
**London** N6A 5H2  
519-681-1441  
If long distance dial  
1-800-265-6072 (Toll-free)

**OPERATIONS DIVISION  
ENGINEERING AND RIGHT-OF-WAY OFFICE**

An Engineering and Right-of-Way Office is located at each of the Ministry's five regional offices listed under the Operations Division entry. Each office manages all pre-construction engineering activities, **environmental** assessment, **property** acquisition and disposal required for the Ministry's **highway** improvement programs. The Planning and Design Section prepares preliminary designs and assessments of existing and future highway systems; produces detailed project and contract designs; coordinates activities to ensure that detailed design contract packages conform to the Environmental Assessment Act; and ensures compatibility of public and private developments with existing highway facilities and future improvements. The Surveys and Plans Section provides all engineering and land **surveys** and aerial **photograph** interpretation in the region. The Property Section acquires, manages, leases and sells the Ministry's property holdings. The Geotechnical Section conducts investigations and evaluations of existing **soil** conditions; recommends embankments and pavement designs; specifies retaining wall and culvert foundation capacities; and identifies and tests aggregate sources suitable for use by Ministry contractors. The Structural Section undertakes structural and **hydrological** designs.

**OPERATIONS DIVISION  
INFORMATION TECHNOLOGY OFFICE**

The Information Technology Office is located in this Ministry's Central Region (see the Operations Division entry). Activities include providing **computer** services planning, implementation, and operational support. The Regional Administrative Services Office supports these functions in the other regions.

**OPERATIONS DIVISION  
MAINTENANCE OFFICE**

The **highway** maintenance activity for all districts in the region is coordinated, approved and monitored through the regional offices (see list under this Ministry's Operations Division entry). They manage **construction** and maintenance programs associated with patrol yards and buildings. Through their Traffic Section, the offices collect **traffic statistics**, conduct traffic operations studies, determine **road** information, sign and traffic signal locations, and provide traffic engineering services, upon request from external and internal authorities.



OPERATIONS DIVISION  
REMOTE NORTHERN TRANSPORTATION  
615 South James St.  
P. O. Box 1177  
Thunder Bay P7C 4X9  
807-473-2000

This office, located in the northwestern regional headquarters, is responsible for the **construction** and ongoing operation of remote **airports** in **Northern Ontario**. For information on provincial policy on aviation matters, see this Ministry's Aviation Office entry.

OPERATIONS DIVISION  
RESOURCES MANAGEMENT BRANCH  
1201 Wilson Ave., 4th Flr., West Tower  
Downsview M3M 1J8  
416-235-4154

This branch is responsible for the effective coordination of all resources, both human and financial, which are administered for the regional operations activities. The branch has two offices, the Resources Administration Office and the Resources Planning Office. These offices provide the central functions of program analysis, programming, scheduling and expenditure control for capital and operating delivery activities carried out in each Ministry of Transportation region and district.

The Resources Administration Office provides coordinating services for the effective use of capital and operating funds allocated to regional operations. These services include: the preparation, deployment and monitoring of all division budgets; the control of capital and operating expenditures within allocated budgets; the development and management of a multi-year **highway construction** plan; the schedule preparation, monitoring and authorizing of head office tendering for current-year capital projects.

The Resources Planning Office provides executive support to Operations Division and coordination of management meetings and other events. It also provides liaison with other branches related to communications, human resource planning, strategic management and issue management.

POLICY AND PLANNING DIVISION  
1201 Wilson Ave., Main Flr., Rm. 185, East Bldg.  
Downsview M3M 1J8  
416-235-3985  
Fax 416-235-3621

The Policy and Planning Division is responsible for all aspects of transportation planning for the province. This includes the development of strategic multi-modal and multi-jurisdictional transportation plans for the movement of people and goods in all parts of Ontario; the formulation of strategies to guide investments in all transportation modes; the development of funding strategies for capital investments and support of our transportation industry through research and development.

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**CORPORATE POLICY BRANCH**

East Bldg., Lower Level  
1201 Wilson Ave.,  
Downsview M3M 1J8  
416-235-4434

The Corporate Policy Branch provides corporate services to the Minister, Deputy Minister and Ministry personnel. It assumes responsibility for special corporate-based projects and is composed of the following offices.

The Policy Liaison Office provides support to the Minister's and Deputy Minister's offices and Executive Committees, and provides overall liaison with Cabinet Office, central agencies and other ministries on Ministry and government policy matters.

The Corporate Policy and Strategic Management Office coordinates all facets of the Ministry's strategic management process and is responsible for the integration of the direction setting business program reviews into the daily operations of the Ministry. The office is also responsible for the development and coordination of policy initiatives. Two of the major projects currently being coordinated/ developed in the office are activities surrounding the environmental agenda and a study of transportation labour analysis. Major activities such as the Environmental Bill of Rights and the Ontario Round Table on the Environment and the Economy are examples of the policy work that takes place in the office. The office is also involved in environmental scanning and outlooks activities, and provides external groups and individuals with advice and guidance on Ministry positions.

The External Relations and Partnerships Office coordinates transportation related **inter-governmental** relationships between Ontario and other provinces, neighbouring states and the federal government; provides corporate coordination and support to other divisions for transportation sector industry promotion. The office actively participates with Ontario business and other government agencies in the pursuit of international business opportunities to support continued involvement of Ontario interests in new transportation projects.

Corporate Projects Group (235-3750) consists of the following project.

The Aboriginal Issues Project (235-4434) leads and coordinates a cross Ministry interdisciplinary team to support the provincial aboriginal agenda. The team develops a strategy for consultation within the Ministry and with external partners to ensure Ministry business strategies, programs and services support First Nations self-government aspirations.

**FREIGHT TRANSPORTATION POLICY BRANCH**

West Tower, 2nd Flr.  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-4044

The Freight Transportation Policy Branch provides comprehensive policy analysis that recognizes the needs of shippers, transportation suppliers and labour. The branch is responsible for **freight** transportation policies which satisfy the social development and economic needs of the province, and is made up of four offices.

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The primary responsibility of the Physical Distribution Consulting Services Office is to provide practical advice to small shippers in Ontario to improve this sector's competitive position in export markets. Working with the Ministry of Economic Development and Trade, the office assists in attracting industry to the province through plant location studies. Identification of small **shippers'** transportation needs and concerns provides direct input into the policy development process. Service is provided by professional staff located in Downsview (see above), Thunder Bay, Sault Ste. Marie and Kingston (see below).

Freight Modal Policy Office is responsible for the integration of freight transportation policy. This group addresses the needs of all modes to ensure a comprehensive approach for policy development. Modal specific issues are addressed through truck, marine, rail and air cargo policy development.

Transportation Costing and Productivity Office develops and maintains transportation data bases, including modal costing which enables cost sensitivity analysis of government policy on each mode. The development of cost reduction strategies and competitive position evaluations are critical to the transportation industry.

Logistics Policy Office is responsible for the Ministry of Transportation's policy response to the government's economic renewal and industrial strategy initiatives. Other priorities include regional development policy, demand and trade analysis, sectoral needs and infrastructure suitability. Focus is on national transportation issues such as the National Transportation Act Review and the Western Grain Transportation Act debate.

**Physical Distribution Consulting Services  
Office**

355 Counter St.  
**Kingston K7L 5A3**  
613-545-4604

**Physical Distribution Consulting Services  
Office**

435 James St. S.  
**Thunder Bay P7C 5G6**  
807-475-7447

**Physical Distribution Consulting Services  
Office**

270 Foster Dr., Ste. 200  
**Sault Ste. Marie P6A 6V2**  
705-945-5926

**FREIGHT TRANSPORTATION POLICY BRANCH  
PHYSICAL DISTRIBUTION CONSULTING SERVICES OFFICE**

1201 Wilson Ave., 2nd Flr., West Tower  
Downsview M3M 1J8  
416-235-4065  
Fax 416-235-4932

The office provides practical advice to small business firms which are having transportation or distribution problems. This may involve assistance in the areas of documentation, pricing, carrier alternatives, customs requirements or regulations. Service is provided by professional staff located in Downsview, Thunder Bay, Sault Ste. Marie and Kingston.

Firms in Northern Ontario are also served through a toll free (1-800-461- 2280) telephone number for information related to domestic and export movements to, from and within Northern Ontario.



Provincial Transportation Systems Office  
 355 Counter St.  
**Kingston** K7L 5A3  
 613-545-4604

Provincial Transportation Systems Office  
 435 James St. S.  
**Thunder Bay** P7C 5G6  
 807-475-SHIP

Provincial Transportation Systems Office  
 74 Foster Dr., Ste., 200  
**Sault Ste. Marie** P6A 6V8  
 705-945-5926

## INVESTMENT STRATEGIES BRANCH

West Tower, 3rd Flr.  
 1201 Wilson Ave.  
 Downsview M3M 1J8  
 416-235-3972  
 Fax 416-235-5224

The branch is responsible for implementation of the **Ontario Transportation Capital Corporation**. Until the Corporation is established through the **Capital Investment Plan Act, 1993**, in the fall of 1993, the branch will function on behalf of the Corporation. In this regard, it liaises with municipalities and the private sector regarding financing, and public/private partnerships for the delivery of transportation capital projects. Once the Corporation is operational, branch staff initially will service dual appointments with both the Ministry and Corporation.

## PASSENGER TRANSPORTATION POLICY BRANCH

1201 Wilson Ave., 2nd Flr., West Tower  
 Downsview M3M 1J8  
 416-235-4058  
 Fax 416-235-4932

The Passenger Transportation Policy Branch supports the Ministry and government's objectives by establishing policies that make the most of the operating characteristics and market performance of each mode, while addressing the social equity and mobility needs of the people of Ontario. There are four offices in this branch:

Passenger Mobility and Services Office (235-5206) deals with issues concerning improved access for **disabled people** and mobility for an aging population. Human and social factors relating to personal mobility needs are significant elements in the work of this unit. The office also provides services to persons with disabilities and **seniors**, including administering the **Wheelchair Accessible Taxi Demonstration Program** and one-window access to transportation-related information.

Passenger Modal Policy Office is responsible for the development of policies for specific passenger modes within the framework of an integrated passenger **transportation** system. It addresses transit integration, passenger ferry and air policy.

The primary objective of the Passenger Policy Research Office is the development of long-term passenger policy which requires **research**, into travel behaviour and passenger preference as well as incorporating into the policy process the interests of the travelling public, labour and the carrier industry.



Passenger Strategies Office develops the province's overall passenger transportation strategies and plays a leading role in the area of carrier industry relations and industry policy. Responsibilities also include legislative reviews and government relations.

High Speed Rail Task Group supports Ontario's interests in High Speed **Rail** in the Quebec/Ontario Corridor, during the life of the current joint Ontario, Quebec and federal government studies.

The Aviation Office develops provincial policies on airport matters; influences the federal and municipal governments for the provision of improved air transportation facilities.

#### TRANSPORTATION SYSTEMS PLANNING BRANCH

1201 Wilson Ave., 3rd Flr., West Tower

Downsview M3M 1J8

416-235-3975

Fax 416-235-5224

This branch consists of the Transportation Demand and Forecasting Office (235-4079), Provincial Planning Office (235-4093), Urban and Regional Planning Office (235-3971), and Special Projects Section (235-3971).

The branch works towards developing strategic, multi-modal and multi-jurisdictional transportation plans for designated areas of the province; conducts **transportation** corridor studies; provides provincial transportation perspective to **municipalities** and other ministries on land-use planning and approval processes; acts as Ministry liaison with **GO Transit** on all planning matters; develops comprehensive transportation plans for the Greater Toronto Area; provides leadership in building consensus around major transportation development projects; provides support to municipalities for their transportation planning and related studies; researches **travel** demand and monitors future trends and travel behaviour in the province.

#### TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH

Central Bldg., 3rd Flr., Rm. 333

1201 Wilson Ave.

Downsview M3M 1J8

416-235-5040

The Transportation Technology and Energy Branch conducts and promotes the **research**, development, demonstration and the application of **transportation** and **energy technologies** and systems to improve the efficiency and effectiveness of Ontario's transportation systems. The branch also supports the transportation industry and fosters economic growth.

Technical **Publications** (235-3466) publishes and distributes technical reports, newsletters and brochures in support of the branch's activities.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH  
RAIL AND ADVANCED TRANSPORTATION SYSTEMS OFFICE  
1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-3459

This office conducts and manages **research** development and demonstration in **rail transportation** technology. The office conducts systems studies with the aim of determining the merit of alternative systems, **technologies** and approaches. These activities are often conducted jointly with transit properties, industry, universities and other government and research organizations. The office also provides technical advice to the Ministry on rail transportation issues.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH  
TRANSPORTATION CONTROL TECHNOLOGY AND SYSTEMS OFFICE  
Central Bldg., 3rd Flr., Rm. 333  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-3459

The Transportation Control Technology and Systems Office conducts, promotes and facilitates **research**, development and demonstration activities in the application of control, communications and information systems technologies to improve transportation in Ontario. The emphasis is on assisting the public and private sectors in improving productivity, safety and the quality of life in Ontario as it pertains to transportation. Activities are concentrated in the areas of Intelligent Vehicle/Highway Systems (IVHS); traveller information systems; automatic vehicle identification; vehicle control systems; urban transit management; traffic control systems; and other advanced technology applications such as Wide Area Vehicle Monitoring (WAVM), robotics, fare collection, automatic passenger counting, vehicle diagnostics, smart cards, and expert systems.

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH  
TRANSPORTATION ENERGY AND PRODUCTIVITY OFFICE  
1201 Wilson Ave., Central Bldg.  
Downsview M3M 1J8  
416-235-5037

The Transportation Energy and Productivity Office promotes energy and operational efficiency and productivity within Ontario's transportation sector. The office reaches Ontario's trucking industry, industrial and institutional fleets, and provides information to municipalities, other ministries, and the general driving public. The office provides the following information: **municipal transportation energy conservation**; **ride-sharing** (car and van pooling); DriveSave (**driver** efficiency improvement); TruckSave (**truck** energy efficiency); alternative transportation **fuels** (**propane**, **natural gas**, methanol, greater use of diesels).

TRANSPORTATION TECHNOLOGY AND ENERGY BRANCH  
VEHICLE TECHNOLOGY OFFICE

1201 Wilson Ave., Central Bldg., Rm. 328  
Downsview M3M 1J8  
416-235-5019

This office initiates, conducts and evaluates research, development and demonstration activities to improve productivity, **safety** (including stability and handling), and application of technology to **bus transit** and commercial vehicles. The office conducts **research** on **motor vehicles, trucks, alternate fuels, and electric** propulsion systems, develops and demonstrates new products for vehicles to improve the mobility of the handicapped. Special testing facilities, including an instrumentation **laboratory**, chassis dynamometer and commercial vehicle test track, support these activities and other Ministry needs.

**QUALITY AND STANDARDS DIVISION**

CONTRACT MANAGEMENT OFFICE

1201 Wilson Ave., West Bldg., 2nd Flr.  
Downsview M3M 1J8  
416-235-3558  
Fax 416-235-4849

The Contract Management Office deals with policies, management and award of **transportation** construction contracts through three sub-sections.

The Contract Preparation and Control Office (235-3550) handles preparation of **tender** packages and bidding inquiries during the contract advertising process. The Contract Verification Office (235-3542) performs a monitoring function to assure transportation designs comply with policy, and that contractor payments are accurate and in accordance with the provisions of the contract. The Systems Application Section (235-4946) provides computer application and support services for transportation contract administration.

The Executive Section coordinates development of policies and guidelines for the Ministry's construction activities.

ENGINEERING CLAIMS OFFICE

1201 Wilson Ave., 6th Flr., West Tower  
Downsview M3M 1J8  
416-235-5264

Construction and maintenance contractors may appeal claim decisions made by the Ministry's Regional Offices, to the Assistant Deputy Minister, Quality and Standards Division. The Engineering Claims Office analyses the claim principles and costs, advises the Assistant Deputy Minister on the appeal, and, as authorized, negotiates a settlement.

**ESTIMATING OFFICE**

1201 Wilson Ave., 6th Flr., West Tower  
Downsview M3M 1J8  
416-235-4287

The Estimating Office advises senior Ministry officials on the fair price for **highway construction** and maintenance contracts. Activities include giving an **economic** analysis of highway construction and related work; producing annual reports on the costs of highway construction, structures and unit prices; and determining contractor bid trend results, along with the quantities and unit value of manufactured and raw material incorporated into the work.

**PROGRAM DEVELOPMENT BRANCH  
PUBLIC TRANSPORTATION OFFICE**

1201 Wilson Ave., 3rd Flr., West Tower  
Downsview M3M 1J8  
416-235-4024  
Fax 416-235-5342

The Public Transportation Office provides **financial** (capital and operating) and technical assistance to **municipalities** for **transit** operations, including specialized services for physically **disabled persons**. Assistance is also made available for construction, acquisition and rehabilitation of capital assets and equipment, and for transit planning studies and demonstration projects.

**PROGRAM DEVELOPMENT BRANCH  
ROADS TRANSPORTATION OFFICE**

Cochrane Temiskaming Resources Centre  
P.O. Bag 3010, Hwy. 101  
South Porcupine P0N 1H0  
705-235-8691  
Fax 705-235-8310

The Roads Transportation Office administers the funding programs for the **construction** and **maintenance** of **municipal roads** and **bridges**. The principal act under which the program operates is the **Public Transportation and Highway Improvement Act**. The Program Development Section prepares and maintains policies, procedures, and directives. As well as dealing with questions of **subsidy** eligibility, the section manages program planning and training and acts as liaison with client organizations. The Program Management Section formulates municipal road funding allocations and monitors in-year expenditures through district and regional offices. The section is also responsible for the development of funding models and the preparation of associated subsidy manuals. The Inventory Management Section administers the provincial **highway** and municipal road inventory systems. Data collection, entry and report processing is managed under this section. Municipalities deal directly with the Ministry's district offices for all services related to the municipal roads programs. For a listing of district offices see the Operation Division entry.



PROGRAM DEVELOPMENT BRANCH  
SYSTEMS DEVELOPMENT OFFICE  
Cochrane Temiskaming Resources Centre  
P.O. Bag 3010, Hwy. 101  
South Porcupine P0N 1H0  
705-235-8691  
Fax 705-235-8391

The Systems Development Office provides information systems support to the Roads Transportation, Public Transportation and executive office within the Program Development Branch. Services are also provided to municipal staff within regional and district offices.

The office is responsible for developing, implementing and maintaining information systems which are used to: determine construction and maintenance needs, calculate allocation amounts, administer subsidy and grant payments, and automate office functions.

The office also provides training and help-line support to all clients.

PROPERTY OFFICE  
1201 Wilson Ave., Central Bldg., Rm. 124  
Downsview M3M 1J8  
416-235-4245

The Property Office is responsible for the application within the Ministry of provincial policies and procedures in the areas of **property appraisal**, acquisition, **land** management, sales and leasing. The office ensures monitoring processes are carried out to obtain good quality and uniform standards of performance; reviews selected regional land appraisals; coordinates technical training programs and systems development in property processes; and prepares all **arbitration** cases proceeding before the **Ontario Municipal Board**. For information, contact the Property Section of the Engineering and Right-of-Way offices at regional offices listed under Operations, Regional.

RESEARCH AND DEVELOPMENT BRANCH  
1201 Wilson Ave., Central Bldg., Rm. 331  
Downsview M3M 1J8  
416-235-4744

The branch conducts **research** and development to improve the physical and safety attributes of highways. Pavement research focuses on design procedures, performance, and **pavement management systems**. Research on **bridge** structures ensures adequate load-carrying capacity, safety, economy, durability and the development of a bridge design code. The branch researches materials, construction and the environment to improve the in-service performance and behaviour of materials, as well as the interaction of the highway facility with the immediate environment and the vehicle. It also monitors and assists with the Canadian Strategic Highway Research Program, and with transportation research at universities. A wide variety of technical **publications** (235-3480) are available.

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RESEARCH AND DEVELOPMENT BRANCH  
HIGHWAY INNOVATIONS AND STRATEGIC RESEARCH OFFICE  
Central Bldg., 3rd Flr.  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-4743

The Highway Innovations and Strategic Research Office conducts research into strategic and economic program issues, human factors related to the highway program, and develops methods to improve the implementation of research findings into Ministry practice; also included is the integration of new products and engineering techniques. The office is developing a computer database of new product information and research activities, and monitoring the activities of the United States **Strategic Highway Research Program** (SHRP) and the Canadian equivalent (CSHRP). **Publications** include technical reports based on in-house research and funded projects.

RESEARCH AND DEVELOPMENT BRANCH  
MATERIALS RESEARCH OFFICE  
Central Bldg., 3rd Flr., Rm. 331  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-4740

The Materials Research Office conducts **research** into the properties and applications of materials used in **highway** construction and maintenance. These include concrete, steel, asphalt cements, elastomers, polymers, soils, mineral aggregates, coating, and de-icing **chemicals**. The office also develops technology for the investigation and **rehabilitation** of deteriorated **bridges**, snow and ice control, vegetation management within the highway right-of-way, erosion control, environmental impacts, and pavement marking. **Publications** prepared by the office are available from the editor, Technical Publications (235-3480).

RESEARCH AND DEVELOPMENT BRANCH  
PAVEMENT AND ROADWAY RESEARCH OFFICE  
Central Bldg., 3rd Flr., Rm. 331  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-4742

The Pavement and Roadway Research Office carries out research relating to the design, construction, maintenance and management of **highway** pavements. Some projects involve commercial **vehicle** weights, crack sealing, performance evaluation of pavements and maintenance techniques, and computer-based performance prediction methods, expert systems, and pavement management systems. Other areas include guiderail **design** and evaluation, illumination design and **noise** control.

**RESEARCH AND DEVELOPMENT BRANCH  
STRUCTURES RESEARCH OFFICE**

Central Bldg., 3rd Flr., Rm. 331  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-4741

The Structures Research Office carries out **research** relating to the design, construction, evaluation, rehabilitation and protection of the highway **bridge** superstructures. It is responsible for enhancing the understanding of bridge superstructures and their components, developing improved techniques for structural analysis, and updating codes and standards for bridge **design**, evaluation and rehabilitation. Through bridge testing, existing bridges are evaluated for their realistic load carrying capacity, thus extending their useful service life. Some development projects involve application of the advanced composite materials in bridges and development of new structural systems. The office also provides technical advice in developing/ evaluating heavy vehicle weight control regulations and policies and develops guidelines for extra-heavy permit evaluations as governed by the highway bridge capacities.

**TRANSPORTATION ENGINEERING AND STANDARDS BRANCH**

1201 Wilson Ave., East Bldg., Main Flr.  
Downsview M3M 1J8  
416-235-4972

The Transportation Engineering and Standards Branch develops policies, design procedures and systems, and offers advice for the infrastructure of the King's Highway System. The branch also monitors the implementation and effectiveness of the processes and technologies used, and identifies needed improvements in consultation with the Ministry's regional offices and with industry.

**TRANSPORTATION ENGINEERING AND STANDARDS BRANCH  
CONSULTANT ASSIGNMENT OFFICE**

1201 Wilson Ave., Central Bldg., Rm. 126  
Downsview M3M 1J8  
416-235-4263

This office manages and coordinates the Ministry's operating policy and procedure for the purchase and management of consulting services. The office develops policies, and establishes monitoring processes which are carried out to ensure that consulting services are acquired through a competitive process with the objective of obtaining the best value for the funds expended.

**TRANSPORTATION ENGINEERING AND STANDARDS BRANCH  
ENGINEERING MATERIALS OFFICE**

1201 Wilson Ave., Central Bldg., Rm. 313  
Downsview M3M 1J8  
416-235-3733

Through the Bituminous (235-3715), Concrete (235-3705), Chemicals (235-3726), and Soils and Aggregates (235-3735) Sections, the Engineering Materials Office provides quality standards, policies and guidelines for materials and analysis services in the



**construction**, maintenance and operation of highways. **Laboratory** testing, technical evaluation and approval services are available for materials to be used in the design, construction, maintenance and operation of the transportation system, including **highways** and **bridges**.

The Foundation Design Section (235-3731) conducts field investigations; performs geotechnical engineering analysis; and produces foundation designs for the proper construction and maintenance of highways and bridges. The Engineering Materials Office publishes reports which are distributed within the Ministry and made available to others on request.

#### TRANSPORTATION ENGINEERING AND STANDARDS BRANCH ENVIRONMENTAL OFFICE

1201 Wilson Ave., West Bldg., 2nd Flr.  
Downsview M3M 1J8  
416-235-3478  
Fax 416-235-4922

The Environmental Office develops policies, procedures, monitoring and training to ensure that the Ministry's programs are in compliance with **environmental** legislation, regulations and standards. Particular emphasis is placed on project planning under the **Environmental Assessment Act**, waste management under the **Environmental Protection Act** and water quality issues. Environmental units are located in each of the Ministry's regional offices (see this Ministry's Operations Division entry).

#### TRANSPORTATION ENGINEERING AND STANDARDS BRANCH PROGRAM TECHNOLOGY OFFICE

East Bldg., Lower Level  
1201 Wilson Ave.  
Downsview M3M 1J8  
416-235-4258

The Program Technology Office is responsible for the long range information **technology** planning for the Quality and Standard Division to produce long range plans, action plans and operational plans as well as coordinating the establishment of standards and policy guidelines for implementation of new technology within the division.

Plans, technology standards and an internally produced newsletter on technology implementation are available from this office for use within the Quality and Standards and Operations Divisions.

#### TRANSPORTATION ENGINEERING AND STANDARDS BRANCH QUALIFICATION AND CONTROL OFFICE

1201 Wilson Ave., 6th Flr., West Tower  
Downsview M3M 1J8  
416-235-4217

The Qualification and Control Office is responsible for the administration of the Ministry's system of qualification for road and bridge **construction** contractors.

The office also has the responsibility for the administration of **liens** filed against Ministry contracts pursuant to the Construction Lien Act.

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**TRANSPORTATION ENGINEERING AND STANDARDS BRANCH  
STRUCTURAL OFFICE**

1201 Wilson Ave., Atrium Tower, 7th Flr.

Downsview M3M 1J8

416-235-5627

The Structural Office designs **bridges**, culverts and retaining walls on **highways**, and prepares plans and contract documents for their **construction** and rehabilitation. Activities include reviewing proposed designs of **municipal** bridges and culverts; evaluating the safe load-carrying capacity of bridges; and recommending enactment of municipal load limit by-laws. The office generates and maintains structural standards, structural manuals and handbooks and design aids.

**TRANSPORTATION ENGINEERING AND STANDARDS BRANCH  
SURVEYS AND DESIGN OFFICE**

East Bldg., Lower Level

1201 Wilson Ave.

Downsview M3M 1J8

416-235-4258

1201 Wilson Ave., West Bldg.

Downsview M3M 1J8

416-235-3493

The Surveys and Design Office provides the Ministry with policies, standards, guidelines, and procedures for civil engineering, surveying, and cartographic applications related to provincial roads. It is concerned with the development of standards for **highway** geometrics, construction, **design, drainage, hydrology**, remote sensing, pavement, and new products.

The office develops and maintains the Ontario Provincial Standards which reflect **construction** and maintenance requirements for highways, watermain, and sewers.

Responsibilities include developing, monitoring and providing technical expertise on automation of highway design processes, determining skid resistance of pavements, and evaluating the roughness and riding quality of highways. It produces photogrammetric plans, cartographic maps, processes legal documents, and provides control survey data/services.

The office produces a number of highway design and survey **publications** and manuals.

Maps are available to the public through the Ministry's Customer Service Branch, MTO INFO (235-4607).

**TRANSPORTATION OPERATIONS BRANCH**

1201 Wilson Ave., Central Bldg., Rm. 233

Downsview M3M 1J8

416-235-3810

This branch is responsible in the area of transportation operations, for the development of operational policies, procedures, service criteria and standards to ensure the appropriate level of consistency and integration of the operation and maintenance of transportation

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services, infrastructure and related facilities; evaluating and continually improving the efficiency and effectiveness of operational processes; and identification of needs for change and improvement. Professional expertise in the areas of traffic operations, maintenance operations, fleet management and corridor management as well as specialized program delivery functions which include electrical design, freeway traffic management systems, planning and design, and landscape architecture design are also provided.

**TRANSPORTATION OPERATIONS BRANCH  
EQUIPMENT ENGINEERING OFFICE**

1201 Wilson Ave., Central Bldg., Rm. 307

Downsview M3M 1J8

416-235-3669

Fax 416-235-4851

The Equipment Engineering Office develops specifications, standards, policies and procedures for the purchase, repair, maintenance and operation of the Ministry's **vehicles** and equipment. The office evaluates **tenders** and trains Ministry **garage** staff, resolves technical equipment related problems, develops and produces special purpose highway maintenance equipment not available on the market. The office also develops specifications for the purchase of equipment by Ontario municipalities.

**TRANSPORTATION OPERATIONS BRANCH  
EQUIPMENT ENGINEERING OFFICE**

**GOVERNMENT GARAGE**

Macdonald Block, Rm. MIB-93

900 Bay St.

Toronto M7A 2A2

416-327-7017

Fax 416-327-7023

The Government Garage provides a complete chauffeuring and **garage** service to government ministries.

**TRANSPORTATION OPERATIONS BRANCH  
TRAFFIC MANAGEMENT AND ENGINEERING OFFICE**

1201 Wilson Ave., Central Bldg., Rm. 236

Downsview M3M 1J8

416-235-3784

Fax 416-235-4904

The Traffic Management and Engineering Office develops and implements policies, standards and procedures for **traffic** control devices (traffic signs and signals), illumination, **speed limits**, **electrical** design, electrical maintenance, etc., on provincial **highways**. The office also maintains traffic **accident** information files for the provincial highway system; develops traffic control techniques and devices; assists in **municipal** studies and improvements; and implements **Freeway Traffic Management Systems** on Hwy. 401, Q.E.W., and the Ottawa Queensway. Operational activities of the above functions are carried out by the regional offices (see this Ministry's Operations, Regional entry).

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TRANSPORTATION OPERATIONS BRANCH  
TRANSPORTATION CORRIDOR MANAGEMENT OFFICE  
1201 Wilson Ave., West Bldg., 2nd Flr.  
Downsview M3M 1J8  
416-235-3826

The Transportation Corridor Management Office coordinates the review of development proposals (e.g. plans of **subdivisions**, **official plans** and **zoning** by-laws) which may affect provincial **transportation** proposals (e.g. provincial **highways**, future **transit** routes, etc.). The office develops policies and procedures for the transportation corridor program on access policies, right-of-way protection, and **permits** for **advertising** signs, utilities, entrances and buildings. Advice is given to other government agencies, municipalities, developers and the public. Program administration is shared by district and regional offices (see this Ministry's Operations Division entry).

## AGENCIES

For background information on ministerial agencies, boards and commissions, see the entry under Royal Commissions, Special Purpose Bodies and Others (ATT GEN). Some agencies of the Ministry of Transportation are listed below. Contact the information branch for unlisted agencies.

GO TRANSIT  
1120 Finch Ave. W.  
Downsview M3J 3J8  
416-665-9211  
Fax 416-665-9006

GO Transit is the Province of Ontario's inter-regional **transit** system linking Metropolitan Toronto with the surrounding Regions of Durham, York, Peel, Halton, and Hamilton-Wentworth. The system started as a single rail line in 1967, and is now an integrated network of train and bus services running over an 8,000 square kilometre (3,000 square mile) area up to 90 kilometres (55 miles) from downtown Toronto. GO (Government of Ontario) administers the system using contract operators CN Rail and CP Rail for GO Train service; GO runs its bus service directly. For timetable and fare information, phone the local GO Transit number (in Toronto, 665-0022).

GO operates under the Toronto Area Transit Operating Authority Act, and reports to the Legislature through the Minister of Transportation. The office maintains a library, open to the public (665-9211), and publishes various timetables, brochures, and an annual report.

LICENCE SUSPENSION APPEAL BOARD  
700 Bay St., 24th Flr.  
Toronto M5G 1Z6  
416-963-1583

The Board hears appeals from persons whose **driver** or **vehicle licence** has been suspended under the **Highway Traffic Act**, Section 30 and Section 18. Appeals are also heard concerning the refusal, revocation or conditions of motor vehicle inspection station licences under the Highway Traffic Act, Section 75(8) (a) and (e) and Section 77 (a) and (c).

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**ONTARIO HIGHWAY TRANSPORT BOARD**

151 Bloor St. W., 10th Flr.

Toronto M5S 2T5

416-326-6732

416-326-6738

The Ontario Highway Transport Board, an administrative tribunal, recommends to the Minister of Transportation the issuance of and extensions to operating **licences** for **bus** for-hire services, approval or rejection of transfers of operating licences and share transfers under the Public Vehicles Act. Under the Truck Transportation Act, 1988, the Board determines the need to hold a public interest hearing and when required holds the hearing. It also maintains a **library**, available to the public for inspection of Board reports and decisions, and publishes its Annual Report.

**ACTS****ACTS**

The Ministry of Transportation is responsible for the Acts listed below. To determine which branch administers each Act, see the Key Word Index or contact the Ministry's legal services or information / communications branch.

Airports Act

Blue Waters Bridge Act

Bridges Act

Commuter Services Act

Dangerous Goods Transportation Act, 1981

Ferries Act

Highway Traffic Act

Local Roads Boards Act

Ministry of Transportation and Communications Act

Motorized Snow Vehicles Act

Off-Road Vehicles Act, 1983

Ontario Highway Transport Board Act

Ontario Transportation Development Corporation Act

Public Service Works on Highways Act

Public Transportation and Highways Improvement Act

Public Vehicles Act

Railways Act

Statute Labour Act (Part)

Toll Bridges Act

Toronto Area Transit Operating Authority Act

Township of Pelee Act, 1978

Truck Transportation Act, 1988

Urban Transportation Development Corporation Ltd. Act



## MINISTER RESPONSIBLE FOR WOMEN'S ISSUES

### ONTARIO ADVISORY COUNCIL ON WOMEN'S ISSUES

880 Bay St., 5th Flr.

Toronto M7A 1N3

416-326-1840

The Council advises the Government of Ontario, through the Minister Responsible for Women's Issues, on matters pertaining to the achievement of economic, social and legal equality for women. Council members undertake community outreach and consultations, and gather the views of women on issues of concern in their region. These consultations include the exchange of information about government policies and programs affecting **women**.

### ONTARIO WOMEN'S DIRECTORATE

2 Carlton St., Ste. 1200

Toronto M5B 2M9

416-314-0300

The aim of the Ontario Women's Directorate is to help the government of Ontario to achieve its commitment to economic, legal and social equality for all **women** in Ontario, and the recognition of diversity among women.

The Ontario Women's Directorate, as part of the Ontario government, works with women's groups, community, labour and business organizations, the general public and other governments. The Directorate's work includes policy development and review public education, program coordination, and consultation.

### ONTARIO WOMEN'S DIRECTORATE CONSULTATIVE SERVICES BRANCH

2 Carlton St., Ste. 1200

Toronto M5B 2M9

416-314-0300

The Consultative Services Branch works in partnership with educators, public and private sector employers, unions and community organizations to help them plan, and develop effective programs to eliminate bias and sex-role stereotyping in education, training and the workplace.

Consultative Services Branch develops and delivers workshops and seminars, technical guides, audiovisual and print information on the subjects of **Education and Training Equity, Workplace Equity, Occupational Integration, Gender and Racial Bias-Free Systems, Balancing Work and Family Responsibilities, Sexual and Workplace Harassment**. It provides assistance and funding for demonstration projects, and develops and organizes forums for information exchange and networking among the many groups involved in equity for women.

The branch also administers the directorate's **Community Grants' Program** which funds community-based projects that help women achieve economic, legal and social equality. This branch supervises the directorate's Thunder Bay Office which liaises with northern

women's organizations, ministries, educators and community organizations on priority issues. It maintains a public resources centre on women's issues and distributes Ontario Women's Directorate publications in the North.

ONTARIO WOMEN'S DIRECTORATE  
CORPORATE SERVICES BRANCH

2 Carlton St., Ste. 1200  
Toronto M5B 2M9  
416-314-0300

The branch coordinates a variety of financial, personnel, information technology and administrative functions for the Ontario Women's Directorate, such as: providing payment services to suppliers and other ministries; maintaining the financial and administrative systems; developing financial and administrative standards; reporting on financial matters and liaising with Treasury Board and Management Board Secretariat.

ONTARIO WOMEN'S DIRECTORATE  
POLICY AND RESEARCH BRANCH

2 Carlton St., 11th Flr.  
Toronto M5G 1V2  
416-314-0300

The Policy and Research Branch acts as a policy advisor to the Assistant Deputy Minister, the Minister Responsible for Women's Issues, and the Ontario Government on social, economic and legal issues that relate to **women**. The branch also provides consultation on policy concerning women's issues to ministries within the **Ontario Public Service**. The work of the branch encompasses issues of concern to the diverse groups of women in Ontario.

The Wife Assault Prevention Unit and the Sexual Assault Prevention Unit coordinate government response to **wife assault** and **sexual assault**, develop initiatives and liaise with federal, out-of-province and intergovernmental ministries and community groups. Although counselling is not available, individuals are referred to appropriate sources. **Information** brochures and posters in both English and French, and educational materials in several other languages, may be obtained free of charge.

The office of the French Language Services Coordinator advises Ontario Women's Directorate staff, on the provision of **French language services** and ensures the delivery of services in French according to the French Language Services Act. The office liaises with the francophone community and facilitates input from the francophone women's community to policy development.

ONTARIO WOMEN'S DIRECTORATE  
PUBLIC EDUCATION AND PROGRAM SERVICES (PEPS) BRANCH  
2 Carlton St., Ste. 1200  
Toronto M5B 2M9  
416-314-0300

This branch provides a wide range of internal and external communications and **information services**, including speeches, news releases, media relations, publications, displays and exhibits on women's issues. Major public education campaigns on violence against women involving television and radio commercials and advertisements are developed and coordinated.

# Ministerial Responsibility for Acts

- Abandoned Orchards Act (AGRICULTURE AND FOOD)
- Absconding Debtors Act (ATTORNEY GENERAL)
- Absentees Act (ATTORNEY GENERAL)
- Accidental Fires Act (ATTORNEY GENERAL)
- Accumulations Act (ATTORNEY GENERAL)
- Acquisition Act, S.O. 1978 (CULTURE, TOURISM AND RECREATION)
- Administration of Justice Act (ATTORNEY GENERAL)
- Advocacy Act, 1992 (CITIZENSHIP)
- Age of Majority and Accountability Act (ATTORNEY GENERAL)
- Aggregate Resources Act, 1989 (NATURAL RESOURCES)
- Agreement Authorization Act, 1958 (NATURAL RESOURCES)
- Agricultural and Horticultural Organizations Act (AGRICULTURE AND FOOD)
- Agricultural Committees Act (AGRICULTURE AND FOOD)
- Agricultural Rehabilitation and Development Act (Ontario) (AGRICULTURE AND FOOD)
- Agricultural Representatives Act (AGRICULTURE AND FOOD)
- Agricultural Research Institute of Ontario Act (AGRICULTURE AND FOOD)
- Agricultural Tile Drainage Installation Act (AGRICULTURE AND FOOD)
- Airports Act (CONSUMER AND COMMERCIAL RELATIONS)
- Airports Act (TRANSPORTATION)
- Alcoholism and Drug Addiction Act (HEALTH)
- Algonquin Forestry Authority Act (NATURAL RESOURCES)
- Algonquin Provincial Park Extension Act, 1960-61 (NATURAL RESOURCES)
- Aliens' Real Property Act (ATTORNEY GENERAL)
- Ambulance Act (HEALTH)
- Amusement Devices Act (CONSUMER AND COMMERCIAL RELATIONS)
- An Act for the Settlement of Certain Questions Between the Governments of Canada and Ontario (NATURAL RESOURCES)
- An Act Respecting Queen's College at Kingston, 1874, as amended (CONSUMER AND COMMERCIAL RELATIONS)
- An Act Respecting Queen's College at Kingston, 1874, as amended (EDUCATION AND TRAINING)
- An Act to Confirm the Title of the Government of Canada to certain Lands and Indian Lands, 1915 (NATURAL RESOURCES)
- Anatomy Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)
- Anglican Church of Canada Act, 1979 (ATTORNEY GENERAL)
- Animals for Research Act (AGRICULTURE AND FOOD)
- Apportionment Act (CONSUMER AND COMMERCIAL RELATIONS)
- Arbitrations Act (ATTORNEY GENERAL)
- Arboreal Emblem Act, 1984 (NATURAL RESOURCES)
- Architects Act (ATTORNEY GENERAL)
- Archives Act (CULTURE, TOURISM AND RECREATION)
- Art Gallery of Ontario Act (CULTURE, TOURISM AND RECREATION)
- Artificial Insemination of Livestock Act (AGRICULTURE AND FOOD)
- Arts Council Act (CULTURE, TOURISM AND RECREATION)
- Assessment Act (CONSUMER AND COMMERCIAL RELATIONS)
- Assessment Act (FINANCE)
- Assessment Review Board Act (ATTORNEY GENERAL)
- Assignments and Preferences Act (CONSUMER AND COMMERCIAL RELATIONS)
- Athletics Control Act (CONSUMER AND COMMERCIAL RELATIONS)
- Audiology and Speech-Language Pathology Act (HEALTH)
- Audit Act (CONSUMER AND COMMERCIAL RELATIONS)
- Audit Act (FINANCE)
- Auto Insurance Rates Control Act, 1989 (FINANCE)
- Bail Act (ATTORNEY GENERAL)
- Bailiffs Act (CONSUMER AND COMMERCIAL RELATIONS)



- Barrie-Innisfil Annexation Act, 1981  
(MUNICIPAL AFFAIRS)
- Barrie-Vespra Annexation Act, 1984  
(MUNICIPAL AFFAIRS)
- Barristers Act (ATTORNEY GENERAL)
- Beach Protection Act (NATURAL  
RESOURCES)
- Beds of Navigable Waters Act (NATURAL  
RESOURCES)
- Beef Cattle Marketing Act (AGRICULTURE  
AND FOOD)
- Bees Act (AGRICULTURE AND FOOD)
- Blind Persons' Rights Act (ATTORNEY  
GENERAL)
- Blind Workmen's Compensation Act  
(LABOUR)
- Blue Waters Bridge Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Blue Waters Bridge Act  
(TRANSPORTATION)
- Boating Restriction Regulations (NATURAL  
RESOURCES)
- Boilers and Pressure Vessels Act  
(CONSUMER AND COMMERCIAL  
RELATIONS)
- Boundaries Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Brantford-Brant Annexation Act, 1980  
(MUNICIPAL AFFAIRS)
- Bread Sales Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Bridges Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Bridges Act (TRANSPORTATION)
- Brock University Act, 1964 (CONSUMER  
AND COMMERCIAL RELATIONS)
- Building Code Act (HOUSING)
- Bulk Sales Act (ATTORNEY GENERAL)
- Bull Owners' Liability Act (AGRICULTURE  
AND FOOD)
- Business Corporations Act (CONSUMER  
AND COMMERCIAL RELATIONS)
- Business Names Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Business Practices Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Business Records Protection Act (ATTORNEY  
GENERAL)
- Canada Company's Lands Act, 1922  
(NATURAL RESOURCES)
- Canadian Insurance Exchange Act, 1986  
(FINANCE)
- Cancer Act (HEALTH)
- Cancer Remedies Act (HEALTH)
- Carleton University Act, 1952 (CONSUMER  
AND COMMERCIAL RELATIONS)
- Cemeteries Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Centennial Centre of Science and Technology  
Act (CULTURE, TOURISM AND  
RECREATION)
- Central Trust Company Act, 1983 (FINANCE)
- Certification of Titles Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Change of Name Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Charitable Gifts Act (ATTORNEY GENERAL)
- Charitable Institutions Act (COMMUNITY  
AND SOCIAL SERVICES)
- Charities Accounting Act (ATTORNEY  
GENERAL)
- Child and Family Services Act (COMMUNITY  
AND SOCIAL SERVICES)
- Child Welfare Municipal Payments  
Continuance Act, 1976 (COMMUNITY  
AND SOCIAL SERVICES)
- Child Welfare Validation of Adoption Orders  
Act, 1980 (COMMUNITY AND SOCIAL  
SERVICES)
- Children's Law Reform Act (ATTORNEY  
GENERAL)
- Chiroprody Act (HEALTH)
- Chiropractic Act (HEALTH)
- City of Cornwall Annexation Act, 1974  
(MUNICIPAL AFFAIRS)
- City of Gloucester Act, 1980 (MUNICIPAL  
AFFAIRS)
- City of Hamilton Act, 1975 (MUNICIPAL  
AFFAIRS)
- City of Hazeldean-March Act, 1978  
(MUNICIPAL AFFAIRS)
- City of London Act, 1990 (MUNICIPAL  
AFFAIRS)
- City of Nepean Act, 1978 (MUNICIPAL  
AFFAIRS)
- City of Ottawa Road Closing & Conveyance  
Validation Act, 1981 (MUNICIPAL  
AFFAIRS)
- City of Port Colborne Act, 1974 (MUNICIPAL  
AFFAIRS)
- City of Sudbury Hydro-Electric Service Act,  
1980 (MUNICIPAL AFFAIRS)
- City of Thorold Act, 1975 (MUNICIPAL  
AFFAIRS)
- City of Thunder Bay Act, 1968-69 (formerly  
City of Lakehead Act, 1968-69, c.45)  
(MUNICIPAL AFFAIRS)

- City of Timmins-Porcupine Act, 1972  
(MUNICIPAL AFFAIRS)
- Co-operative Loans Act (AGRICULTURE  
AND FOOD)
- Collection Agencies Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Colleges Collective Bargaining Act  
(EDUCATION AND TRAINING)
- Colleges Collective Bargaining Act, R.S.O.  
1980 (CONSUMER AND  
COMMERCIAL RELATIONS)
- Commercial Concentration Tax Act  
(CONSUMER AND COMMERCIAL  
RELATIONS)
- Commercial Concentration Tax Act  
(FINANCE)
- Commissioners for Taking Affidavits Act  
(ATTORNEY GENERAL)
- Commodity Board Members Act  
(AGRICULTURE AND FOOD)
- Commodity Boards and Marketing Agencies  
Act (AGRICULTURE AND FOOD)
- Commodity Futures Act (FINANCE)
- Community Psychiatric Hospitals Act  
(HEALTH)
- Community Recreation Centres Act  
(CONSUMER AND COMMERCIAL  
RELATIONS)
- Community Recreation Centres Act  
(CULTURE, TOURISM AND  
RECREATION)
- Commuter Services Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Commuter Services Act  
(TRANSPORTATION)
- Compensation for Victims of Crime Act  
(ATTORNEY GENERAL)
- Compulsory Automobile Insurance Act  
(FINANCE)
- Condominium Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Conservation Authorities Act (NATURAL  
RESOURCES)
- Conservation Land Act, 1988 (NATURAL  
RESOURCES)
- Consolidated Hearings Act, 1981  
(ENVIRONMENT AND ENERGY)
- Construction Lien Act (ATTORNEY  
GENERAL)
- Consumer Protection Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Consumer Protection Bureau Act  
(CONSUMER AND COMMERCIAL  
RELATIONS)
- Consumer Reporting Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Conveyancing and Law of Property Act  
(ATTORNEY GENERAL)
- Cooperative Corporations Act (FINANCE)
- Coroners Act (SOLICITOR GENERAL AND  
CORRECTIONAL SERVICES)
- Corporations Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Corporations Information Act (CONSUMER  
AND COMMERCIAL RELATIONS)
- Corporations Tax Act (CONSUMER AND  
COMMERCIAL RELATIONS)
- Corporations Tax Act (FINANCE)
- Costs of Distress Act (ATTORNEY  
GENERAL)
- County of Haliburton Act, 1982 (MUNICIPAL  
AFFAIRS)
- County of Middlesex Act, 1979 (CONSUMER  
AND COMMERCIAL RELATIONS)
- County of Middlesex Act, 1979  
(MANAGEMENT BOARD OF  
CABINET)
- County of Oxford Act (MUNICIPAL  
AFFAIRS)
- County of Simcoe Act, 1990 (MUNICIPAL  
AFFAIRS)
- Courts of Justice Act (ATTORNEY  
GENERAL)
- Credit Unions and Caisses Populaires Act  
(FINANCE)
- Creditors' Relief Act (ATTORNEY  
GENERAL)
- Crop Insurance Act Ontario (AGRICULTURE  
AND FOOD)
- Crown Administration of Estates Act  
(ATTORNEY GENERAL)
- Crown Agency Act (ATTORNEY GENERAL)
- Crown Attorneys Act (ATTORNEY  
GENERAL)
- Crown Employees Collective Bargaining Act  
(LABOUR)
- Crown Timber Act (NATURAL RESOURCES)
- Crown Trust Company Act, 1983 (FINANCE)
- Crown Witnesses Act (ATTORNEY  
GENERAL)
- Dangerous Goods Transportation Act, 1981  
(CONSUMER AND COMMERCIAL  
RELATIONS)
- Dangerous Goods Transportation Act, 1981  
(TRANSPORTATION)
- Day Nurseries Act (COMMUNITY AND  
SOCIAL SERVICES)

- Dead Animal Disposal Act (AGRICULTURE AND FOOD)
- Degree Granting Act (EDUCATION AND TRAINING)
- Degree Granting Act, 1983, S.O. 1983 (CONSUMER AND COMMERCIAL RELATIONS)
- Dental Hygiene Act (HEALTH)
- Dental Technicians Act (HEALTH)
- Dental Technology Act (HEALTH)
- Dentistry Act (HEALTH)
- Denture Therapists Act (HEALTH)
- Denturism Act (HEALTH)
- Deposits Regulation Act (FINANCE)
- Development Charges Act, 1989 (Parts I, II and IV) (MUNICIPAL AFFAIRS)
- Development Charges Act, Part III (EDUCATION AND TRAINING)
- Development Corporations Act (ECONOMIC DEVELOPMENT AND TRADE)
- Dietetics Act (HEALTH)
- Discriminatory Business Practices Act (CONSUMER AND COMMERCIAL RELATIONS)
- Disorderly Houses Act (ATTORNEY GENERAL)
- District Municipality of Muskoka Act (MUNICIPAL AFFAIRS)
- District Municipality of Muskoka Statue Law Amendment Act, 1989 (MUNICIPAL AFFAIRS)
- District of Parry Sound Local Government Act, 1979 (MUNICIPAL AFFAIRS)
- District Welfare Administration Boards Act (COMMUNITY AND SOCIAL SERVICES)
- Dog Owner's Liability Act (ATTORNEY GENERAL)
- Drainage Act (AGRICULTURE AND FOOD)
- Drug and Pharmacies Regulation Act (HEALTH)
- Drugless Practitioners Act (HEALTH)
- Edible Oil Products Act (AGRICULTURE AND FOOD)
- Education Act (EDUCATION AND TRAINING)
- Egress from Public Buildings Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)
- Election Act, 1984 (LEGISLATIVE OFFICES)
- Election Finances Act, 1986 (LEGISLATIVE OFFICES)
- Electronic Registration Act, 1991 (CONSUMER AND COMMERCIAL RELATIONS)
- Elevating Devices Act (CONSUMER AND COMMERCIAL RELATIONS)
- Emergency Plans Act, 1983 (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)
- Employee Share Ownership Plan Act (FINANCE)
- Employee Share Ownership Plan Act, 1988 (CONSUMER AND COMMERCIAL RELATIONS)
- Employer Health Tax Act (CONSUMER AND COMMERCIAL RELATIONS)
- Employer Health Tax Act (FINANCE)
- Employers and Employees Act (ATTORNEY GENERAL)
- Employment Agencies Act (LABOUR)
- Employment Standards Act (LABOUR)
- Endangered Species Act (NATURAL RESOURCES)
- Energy Act (CONSUMER AND COMMERCIAL RELATIONS)
- Energy Efficiency Act (CONSUMER AND COMMERCIAL RELATIONS)
- Energy Efficiency Act (ENVIRONMENT AND ENERGY)
- English and Wabigoon River Systems Mercury Contamination Settlement Agreement Act, 1986 (ATTORNEY GENERAL)
- Environmental Assessment Act (ENVIRONMENT AND ENERGY)
- Environmental Protection Act (ENVIRONMENT AND ENERGY)
- Escheats Act (ATTORNEY GENERAL)
- Essex County French-language Secondary School Act, 1977 (EDUCATION AND TRAINING)
- Estates Act (ATTORNEY GENERAL)
- Estates Administration Act (ATTORNEY GENERAL)
- Evidence Act (ATTORNEY GENERAL)
- Execution Act (ATTORNEY GENERAL)
- Executive Council Act (THE ONTARIO GOVERNMENT)
- Expropriations Act (ATTORNEY GENERAL)
- Extra-Provincial Corporations Act (CONSUMER AND COMMERCIAL RELATIONS)
- Factors Act (CONSUMER AND COMMERCIAL RELATIONS)
- Family Benefits Act (COMMUNITY AND SOCIAL SERVICES)



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Family Law Act (ATTORNEY GENERAL)	Foreign Cultural Objects Immunity from Seizure Act (CULTURE, TOURISM AND RECREATION)
Family Support Plan Act (ATTORNEY GENERAL)	Forest Fires Prevention Act (NATURAL RESOURCES)
Farm Implements Act (AGRICULTURE AND FOOD)	Forest Tree Pest Control Act (NATURAL RESOURCES)
Farm Income Stabilization Act (AGRICULTURE AND FOOD)	Forestry Act (NATURAL RESOURCES)
Farm Practices Protection Act (AGRICULTURE AND FOOD)	Fraudulent Conveyances Act (ATTORNEY GENERAL)
Farm Products Containers Act (AGRICULTURE AND FOOD)	Freedom of Information and Protection of Privacy Act, 1987 (MANAGEMENT BOARD OF CABINET)
Farm Products Grades and Sales Act (AGRICULTURE AND FOOD)	French Language Services Act, 1986 (FRANCOPHONE AFFAIRS)
Farm Products Marketing Act (AGRICULTURE AND FOOD)	Freshwater Fish Marketing Act (Ontario) (NATURAL RESOURCES)
Farm Products Payments Act (AGRICULTURE AND FOOD)	Frustrated Contracts Act (ATTORNEY GENERAL)
Ferries Act (CONSUMER AND COMMERCIAL RELATIONS)	Fuel Tax Act (FINANCE)
Ferries Act (TRANSPORTATION)	Fuel Tax Act, 1981 (in force Sept. 1, 1982) (CONSUMER AND COMMERCIAL RELATIONS)
Financial Administration Act (CONSUMER AND COMMERCIAL RELATIONS)	Funeral Directors and Establishments Act (CONSUMER AND COMMERCIAL RELATIONS)
Financial Administration Act (FINANCE)	Fur Farms Act (AGRICULTURE AND FOOD)
Fines and Forfeitures Act (ATTORNEY GENERAL)	Game and Fish Act (NATURAL RESOURCES)
Fire Accidents Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)	Gaming Act (ATTORNEY GENERAL)
Fire Departments Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)	Gaming Services Act, 1992 (CONSUMER AND COMMERCIAL RELATIONS)
Fire Fighters Exemption Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)	Gananoque Lands Act, 1961-62 (NATURAL RESOURCES)
Fire Marshals Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)	Gas and Oil Leases Act (NATURAL RESOURCES)
Fish Inspection Act (NATURAL RESOURCES)	Gasoline Handling Act (CONSUMER AND COMMERCIAL RELATIONS)
Fisheries Act (Canada-Ontario Fishery Regulations) (NATURAL RESOURCES)	Gasoline Tax Act (CONSUMER AND COMMERCIAL RELATIONS)
Fisheries Industrial Development Act (NATURAL RESOURCES)	Gasoline Tax Act (FINANCE)
Fisheries Loans Act (NATURAL RESOURCES)	General Welfare Assistance Act (COMMUNITY AND SOCIAL SERVICES)
Flag Act (CONSUMER AND COMMERCIAL RELATIONS)	Geographic Township of Hansen Act, 1986 (MUNICIPAL AFFAIRS)
Flag Act (MANAGEMENT BOARD OF CABINET)	George R. Gardiner Museum of Ceramic Art Act (CULTURE, TOURISM AND RECREATION)
Floral Emblem Act (CONSUMER AND COMMERCIAL RELATIONS)	Government Contracts Hours and Wages Act (LABOUR)
Floral Emblem Act (MANAGEMENT BOARD OF CABINET)	Grain Corn Marketing Act (AGRICULTURE AND FOOD)
Fluoridation Act (HEALTH)	

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- Grain Elevator Storage Act (AGRICULTURE AND FOOD)
- Guarantee Companies Securities Act (FINANCE)
- Habeas Corpus Act (ATTORNEY GENERAL)
- Healing Arts Radiation Protection Act (HEALTH)
- Health Cards and Numbers Control Act (HEALTH)
- Health Care Accessibility Act (HEALTH)
- Health Disciplines Act (HEALTH)
- Health Facilities Special Orders Act (HEALTH)
- Health Insurance Act (HEALTH)
- Health Protection and Promotion Act (HEALTH)
- Highway Traffic Act (CONSUMER AND COMMERCIAL RELATIONS)
- Highway Traffic Act (TRANSPORTATION)
- Historical Parks Act (CONSUMER AND COMMERCIAL RELATIONS)
- Historical Parks Act (CULTURE, TOURISM AND RECREATION)
- Homes for Special Care Act (HEALTH)
- Hospital Labour Disputes Arbitration Act (LABOUR)
- Hospitals and Charitable Institutions Inquiries Act (ATTORNEY GENERAL)
- Hotel Fire Safety Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)
- Hotel Registration of Guests Act (ATTORNEY GENERAL)
- Housing Development Act (HOUSING)
- Hunter Damage Compensation Act (AGRICULTURE AND FOOD)
- Hypnosis Act (HEALTH)
- Immunization of School Pupils Act (HEALTH)
- Income Tax Act (CONSUMER AND COMMERCIAL RELATIONS)
- Income Tax Act (FINANCE)
- Independent Health Facilities Act (HEALTH)
- Indian Lands Act 1924 (NATURAL RESOURCES)
- Indian Welfare Services Act (COMMUNITY AND SOCIAL SERVICES)
- Industrial and Mining Lands Compensation Act (NATURAL RESOURCES)
- Industrial Standards Act (LABOUR)
- Innkeepers Act (ATTORNEY GENERAL)
- Insurance Act (FINANCE)
- International Bridges Municipal Payments Act, 1981 (MUNICIPAL AFFAIRS)
- International Commercial Arbitration Act (ATTORNEY GENERAL)
- International Sale of Goods Act (ATTORNEY GENERAL)
- Interpretation Act (ATTORNEY GENERAL)
- Interprovincial Summonses Act (ATTORNEY GENERAL)
- Intervenor Funding Project Act (ATTORNEY GENERAL)
- Investment Contracts Act (FINANCE)
- Jewish Family and Child Service of Metropolitan Toronto Act (COMMUNITY AND SOCIAL SERVICES)
- Judicial Review Procedure Act (ATTORNEY GENERAL)
- Junior Farmers Establishment Act (AGRICULTURE AND FOOD)
- Juries Act (ATTORNEY GENERAL)
- Justices of the Peace Act (ATTORNEY GENERAL)
- Laboratory and Specimen Collection Centre Licencing Act (HEALTH)
- Labour Relations Act (LABOUR)
- Labour Sponsored Venture Capital Corporations Act, 1992 (CONSUMER AND COMMERCIAL RELATIONS)
- Labour Sponsored Venture Capital Corporations Act, 1992 (FINANCE)
- Lac Seul Conservation Act, 1928 (NATURAL RESOURCES)
- Lake of the Woods Control Board Act, 1922 (NATURAL RESOURCES)
- Lake Superior Board of Education Act, 1976 (EDUCATION AND TRAINING)
- Lakehead University Act, 1965 (CONSUMER AND COMMERCIAL RELATIONS)
- Lakes and Rivers Improvement Act (NATURAL RESOURCES)
- Land Registration Reform Act (CONSUMER AND COMMERCIAL RELATIONS)
- Land Titles Act (CONSUMER AND COMMERCIAL RELATIONS)
- Land Transfer Tax Act (CONSUMER AND COMMERCIAL RELATIONS)
- Land Transfer Tax Act (FINANCE)
- Landlord and Tenant Act (ATTORNEY GENERAL)
- Laurentian University of Sudbury Act, 1960 (CONSUMER AND COMMERCIAL RELATIONS)
- Law Society Act (ATTORNEY GENERAL)
- Legal Aid Act (ATTORNEY GENERAL)
- Legal Professions Statute Law Amendment Act (ATTORNEY GENERAL)
- Legislative Assembly Act (LEGISLATIVE OFFICES)

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Legislative Assembly Retirement Allowances Act (LEGISLATIVE OFFICES)	Medical Radiation Technology Act (HEALTH)
Libel and Slander Act (ATTORNEY GENERAL)	Medicine Act (HEALTH)
Lieutenant Governor Act (THE ONTARIO GOVERNMENT)	Members' Conflict of Interest Act (ATTORNEY GENERAL)
Lightning Rods Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)	Members' Conflict of Interest Act, 1988 (LEGISLATIVE OFFICES)
Limitations Act (ATTORNEY GENERAL)	Mental Health Act (HEALTH)
Limited Partnerships Act (CONSUMER AND COMMERCIAL RELATIONS)	Mental Hospitals Act (HEALTH)
Line Fences Act (MUNICIPAL AFFAIRS)	Mental Incompetency Act (ATTORNEY GENERAL)
Liquor Control Act (CONSUMER AND COMMERCIAL RELATIONS)	Mercantile Law Amendment Act (ATTORNEY GENERAL)
Liquor Licence Act (CONSUMER AND COMMERCIAL RELATIONS)	Metropolitan Separate School Board Act, 1953 (EDUCATION AND TRAINING)
Livestock and Livestock Products Act (AGRICULTURE AND FOOD)	Metropolitan Toronto Convention Centre Corporation Act (CONSUMER AND COMMERCIAL RELATIONS)
Livestock Branding Act (AGRICULTURE AND FOOD)	Metropolitan Toronto Convention Centre Corporation Act (CULTURE, TOURISM AND RECREATION)
Livestock Community Sales Act (AGRICULTURE AND FOOD)	Midwifery Act (HEALTH)
Livestock Medicines Act (AGRICULTURE AND FOOD)	Migratory Birds Convention Act (Canada) - Ontario Regulations (NATURAL RESOURCES)
Livestock, Poultry and Honey Bee Protection Act (AGRICULTURE AND FOOD)	Milk Act (AGRICULTURE AND FOOD)
Loan and Trust Corporations Act, 1987 (FINANCE)	Mineral Emblem Act (NATURAL RESOURCES)
Local Improvement Act (MUNICIPAL AFFAIRS)	Mining Act (NORTHERN DEVELOPMENT AND MINES)
Local Roads Boards Act (CONSUMER AND COMMERCIAL RELATIONS)	Mining Tax Act (CONSUMER AND COMMERCIAL RELATIONS)
Local Roads Boards Act (TRANSPORTATION)	Mining Tax Act (FINANCE)
Local Services Boards Act (NORTHERN DEVELOPMENT AND MINES)	Ministry of Agriculture and Food Act (AGRICULTURE AND FOOD)
Management Board of Cabinet Act (MANAGEMENT BOARD OF CABINET)	Ministry of Citizenship and Culture Act (CULTURE, TOURISM AND RECREATION)
Manitoba-Ontario Lake St. Joseph Diversion (NATURAL RESOURCES)	Ministry of Colleges and Universities Act (EDUCATION AND TRAINING)
Marine Insurance Act (FINANCE)	Ministry of Colleges and Universities Act, R.S.O. 1980 (CONSUMER AND COMMERCIAL RELATIONS)
Marriage Act (CONSUMER AND COMMERCIAL RELATIONS)	Ministry of Community and Social Services Act (COMMUNITY AND SOCIAL SERVICES)
Massage Therapy Act (HEALTH)	Ministry of Consumer and Commercial Relations Act (CONSUMER AND COMMERCIAL RELATIONS)
McMaster University Act, 1976 (CONSUMER AND COMMERCIAL RELATIONS)	Ministry of Correctional Services Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)
McMichael Canadian Art Collection Act (CULTURE, TOURISM AND RECREATION)	Ministry of Correctional Services Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)
Meat Inspection Act (Ontario) (AGRICULTURE AND FOOD)	Ministry of Energy Act (CONSUMER AND COMMERCIAL RELATIONS)
Medical Laboratory Technology Act (HEALTH)	

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- Ministry of Energy Act (ENVIRONMENT AND ENERGY)
- Ministry of Government Services Act (CONSUMER AND COMMERCIAL RELATIONS)
- Ministry of Government Services Act (MANAGEMENT BOARD OF CABINET)
- Ministry of Health Act (HEALTH)
- Ministry of Industry, Trade and Technology Act (ECONOMIC DEVELOPMENT AND TRADE)
- Ministry of Intergovernmental Affairs Act (INTERGOVERNMENTAL AFFAIRS)
- Ministry of Labour Act (LABOUR)
- Ministry of Municipal Affairs and Housing Act (HOUSING)
- Ministry of Municipal Affairs and Housing Act, 1981 (MUNICIPAL AFFAIRS)
- Ministry of Natural Resources Act (NATURAL RESOURCES)
- Ministry of Northern Development & Mines Act (NORTHERN DEVELOPMENT AND MINES)
- Ministry of Revenue Act (CONSUMER AND COMMERCIAL RELATIONS)
- Ministry of Revenue Act (FINANCE)
- Ministry of the Attorney General Act (ATTORNEY GENERAL)
- Ministry of the Environment Act (ENVIRONMENT AND ENERGY)
- Ministry of the Solicitor General Act (SOLICITOR GENERAL AND CORRECTIONAL SERVICES)
- Ministry of Tourism and Recreation Act (CONSUMER AND COMMERCIAL RELATIONS)
- Ministry of Tourism and Recreation Act, 1982 (CULTURE, TOURISM AND RECREATION)
- Ministry of Transportation and Communications Act (CONSUMER AND COMMERCIAL RELATIONS)
- Ministry of Transportation and Communications Act (TRANSPORTATION)
- Ministry of Treasury and Economic Act (FINANCE)
- Ministry of Treasury and Economics Act (CONSUMER AND COMMERCIAL RELATIONS)
- Minors' Protection Act (ATTORNEY GENERAL)
- Moosonee Development Area Board Act (MUNICIPAL AFFAIRS)
- Mortgage Brokers Act (FINANCE)
- Mortgages Act (ATTORNEY GENERAL)
- Motor Vehicle Accident Claims Act (FINANCE)
- Motor Vehicle Dealers Act (CONSUMER AND COMMERCIAL RELATIONS)
- Motor Vehicle Repair Act (CONSUMER AND COMMERCIAL RELATIONS)
- Motorized Snow Vehicles Act (CONSUMER AND COMMERCIAL RELATIONS)
- Motorized Snow Vehicles Act (TRANSPORTATION)
- Municipal Act (MUNICIPAL AFFAIRS)
- Municipal Affairs Act (MUNICIPAL AFFAIRS)
- Municipal and School Board Payments Adjustment Act (EDUCATION AND TRAINING)
- Municipal and School Tax Credit Assistance Act (repealed) except subsection 2(3)(4)(5)&(6) (MUNICIPAL AFFAIRS)
- Municipal Arbitrations Act (MUNICIPAL AFFAIRS)
- Municipal Boundary Negotiations Act, 1981 (MUNICIPAL AFFAIRS)
- Municipal Conflict of Interest Act, 1983 (MUNICIPAL AFFAIRS)
- Municipal Corporations Quieting Orders Act (MUNICIPAL AFFAIRS)
- Municipal Elderly Residents' Assistance Act (MUNICIPAL AFFAIRS)
- Municipal Elections Act (MUNICIPAL AFFAIRS)
- Municipal Elections Statute Law Amendment Act, 1990 (MUNICIPAL AFFAIRS)
- Municipal Extra-Territorial Tax Act, 1988 (MUNICIPAL AFFAIRS)
- Municipal Franchises Act (MUNICIPAL AFFAIRS)
- Municipal Freedom of Information and Protection of Privacy Act, 1989 (MANAGEMENT BOARD OF CABINET)
- Municipal Health Services Act (HEALTH)
- Municipal Interest and Discount Rates Act, 1982 (MUNICIPAL AFFAIRS)
- Municipal Payments in Lieu of Taxes Statute Law Amendment Act, 1984 (MUNICIPAL AFFAIRS)
- Municipal Private Acts Repeal Act, 1983 (MUNICIPAL AFFAIRS)



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Municipal Private Acts Repeal Act, 1989 (MUNICIPAL AFFAIRS)	Official Notices Publication Act (MANAGEMENT BOARD OF CABINET)
Municipal Statute Law Amendment Act, 1989 (MUNICIPAL AFFAIRS)	Oleomargarine Act (AGRICULTURE AND FOOD)
Municipal Subsidies Adjustment Repeal Act, 1976 (MUNICIPAL AFFAIRS)	Ombudsman Act (LEGISLATIVE OFFICES)
Municipal Tax Assistance Act (MUNICIPAL AFFAIRS)	One Day's Rest in Seven Act (LABOUR)
Municipal Tax Sales Act, 1984 (MUNICIPAL AFFAIRS)	Ontario Agricultural Museum Act (AGRICULTURE AND FOOD)
Municipal Unemployment Relief Act (MUNICIPAL AFFAIRS)	Ontario College of Art Act, 1968-69 (CONSUMER AND COMMERCIAL RELATIONS)
Municipal Works Assistance Act (MUNICIPAL AFFAIRS)	Ontario Credit Union League Limited Act, 1972 (unconsolidated and unrepealed) (FINANCE)
Municipality of Metropolitan Toronto Act (MUNICIPAL AFFAIRS)	Ontario Deposit Insurance Corporation Act (FINANCE)
Municipality of Shuniah Act, 1936 (MUNICIPAL AFFAIRS)	Ontario Dietetic Association Act (HEALTH)
Muskoka and Parry Sound Telephone Co. Ltd. (CULTURE, TOURISM AND RECREATION)	Ontario Drug Benefit Act (HEALTH)
National Radio Observatory Act, 1962-63 (NATURAL RESOURCES)	Ontario Economic Council Act (CONSUMER AND COMMERCIAL RELATIONS)
Negligence Act (ATTORNEY GENERAL)	Ontario Economic Council Act (FINANCE)
Niagara Escarpment Planning and Development Act (ENVIRONMENT AND ENERGY)	Ontario Educational Communications Authority Act (CULTURE, TOURISM AND RECREATION)
Niagara Parks Act (CONSUMER AND COMMERCIAL RELATIONS)	Ontario Energy Board Act (CONSUMER AND COMMERCIAL RELATIONS)
Niagara Parks Act (CULTURE, TOURISM AND RECREATION)	Ontario Energy Board Act (ENVIRONMENT AND ENERGY)
Non-resident Agricultural Land Interests Registration Act (AGRICULTURE AND FOOD)	Ontario Energy Corporation Act (CONSUMER AND COMMERCIAL RELATIONS)
North Georgian Bay Recreational Reserve Act, 1962-63 (NATURAL RESOURCES)	Ontario Energy Corporation Act (ENVIRONMENT AND ENERGY)
Northern Ontario Heritage Fund Act (NORTHERN DEVELOPMENT AND MINES)	Ontario Food Terminal Act (AGRICULTURE AND FOOD)
Notaries Act (ATTORNEY GENERAL)	Ontario Geographic Names Board Act (NATURAL RESOURCES)
Nursing Act (HEALTH)	Ontario Guaranteed Annual Income Act (CONSUMER AND COMMERCIAL RELATIONS)
Nursing Homes Act (HEALTH)	Ontario Guaranteed Annual Income Act (FINANCE)
Occupational Health and Safety Act (LABOUR)	Ontario Harbours Agreement Act, 1962-63 (NATURAL RESOURCES)
Occupational Therapy Act (HEALTH)	Ontario Heritage Act (CULTURE, TOURISM AND RECREATION)
Occupiers' Liability Act (ATTORNEY GENERAL)	Ontario Highway Transport Board Act (CONSUMER AND COMMERCIAL RELATIONS)
Off-Road Vehicles Act, 1983 (CONSUMER AND COMMERCIAL RELATIONS)	Ontario Highway Transport Board Act (TRANSPORTATION)
Off-Road Vehicles Act, 1983 (TRANSPORTATION)	Ontario Home Ownership Savings Plan Act (FINANCE)
Official Notices Publication Act (CONSUMER AND COMMERCIAL RELATIONS)	

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- Ontario Home Ownership Savings Plan Act, 1988 (CONSUMER AND COMMERCIAL RELATIONS)
- Ontario Housing Corporation Act (HOUSING)
- Ontario Human Rights Code, 1981 (CITIZENSHIP)
- Ontario Institute for Studies in Education Act (EDUCATION AND TRAINING)
- Ontario Law Reform Commission Act (ATTORNEY GENERAL)
- Ontario Loan Act (CONSUMER AND COMMERCIAL RELATIONS)
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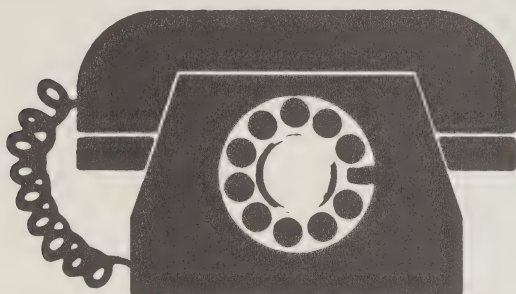
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**T**he United Nations General Assembly has declared 1993 as the International Year for the World's Indigenous People. Under the theme 'A New Partnership', the year's activities are designed to draw attention to the estimated 300 million indigenous people in more than 70 nations across the globe.



The front cover features a detail from a mural entitled 'The Dream Drum', painted by Blake Debassige, an Ojibwa artist. The 30 x 8-foot mural was commissioned under the Management Board Secretariat Art in Architecture program, and was installed in 1992 in the Ministry of Northern Development and Mines' Sudbury building.

The mural is a contemporary portrayal of a traditional First Nations powwow, with the dance drum as the focal point. Debassige set the scene on the edge of a cliff, representing the limestone bluffs near his home on Manitoulin Island. The woman in the background is cloaked in a star blanket, a symbol of universal peace and is looking west, symbolizing hope for the future.



Management  
Board  
Secretariat



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